

**Integrated Management System Manual**

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

**Integrated Management System**

**NWF Facilities Ltd**

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**Table of CONTENTS**

|  |  |
| --- | --- |
|  | Introduction |
|  | References |
|  | Definitions |
|  | About the Organisation |
| **1** | **Relevant Interested Parties context of the Organisation** |
| **2** | **Management Scope** |
| **3** | **Management System Processes** |
| **4** | **Leadership and commitment** |
| 4. | IMS Management System |
| **5** | **Leadership** |
| 5.1 | Leadership and commitment |
| 5.1.2 | Customer focus |
| 5.2 | Quality, Environmental, Health & Safety Policy |
| 5.3 | Organizational roles, responsibilities, and authorities |
| **6** | **Planning** |
| 6.1 | Actions to address risks and opportunities |
| 6.1.1 | General |
| 6.1.2 | Identification and evaluation of Environmental aspects, Hazard identification. |
| 6.1.3 | Compliance obligation or Determination of Legal and Other Requirements |
| 6.2 | IMS objectives and planning to achieve them |
| 6.3 | Planning changes |
| **7** | **Resources** |
| 7.1 | General |
| 7.1.1 | Compliance & Legal Requirements |
| 7.1.2 | People |
| 7.1.3 | Infrastructure |
| 7.1.4 | Environment for the Operation of Processes |
| 7.1.5 | Monitoring and measuring resources |
| 7.1.5.1 | General |
| 7.1.5.2 | Measurement Traceability |
| 7.1.6 | Organizational Knowledge |
| 7.2 | Competence |
| 7.3 | Awareness |
| 7.4 | Communication |
| 7.4.1 | General |
| 7.4.2 | Internal Communication |

**CONTENTS**

**(continued)**

| **REFERENCE** |  |
| --- | --- |
| **7.4.3** | **External communication** |
| 7.5 | Documented information |
| 7.5.1 | General |
| 7.5.2 | Creating and updating |
| 7.5.3 | Control of documented information |
| 8.0 | Operation |
| 8.3 | Design and development of products |
| 8.4 | Control of externally provided processes, products, and services |
| 8.5 | Identification and traceability |
| 8.5.1 | Post-delivery activities |
| 8.5.2 | Control of changes |
| 8.5.3 | Release of products and services |
| 8.6 | Control of nonconforming outputs |
| 9.0 | Performance evaluation Monitoring, measurement, analysis and evaluation |
| 9.1 | Customer satisfaction |
| 9.1.2 | Evaluation of compliance |
| 9.1.3 | Analysis and evaluation of compliance |
| 9.2 | Internal audit |
| 9.3 | Management Review |
| 10.0 | Improvement |
| 10.1 | Incidents Nonconformity and corrective action |
| 10.2 | Incident investigation |
| 10.3 | Continual improvement |

**REVISION AND AMENDMENT REGISTER**

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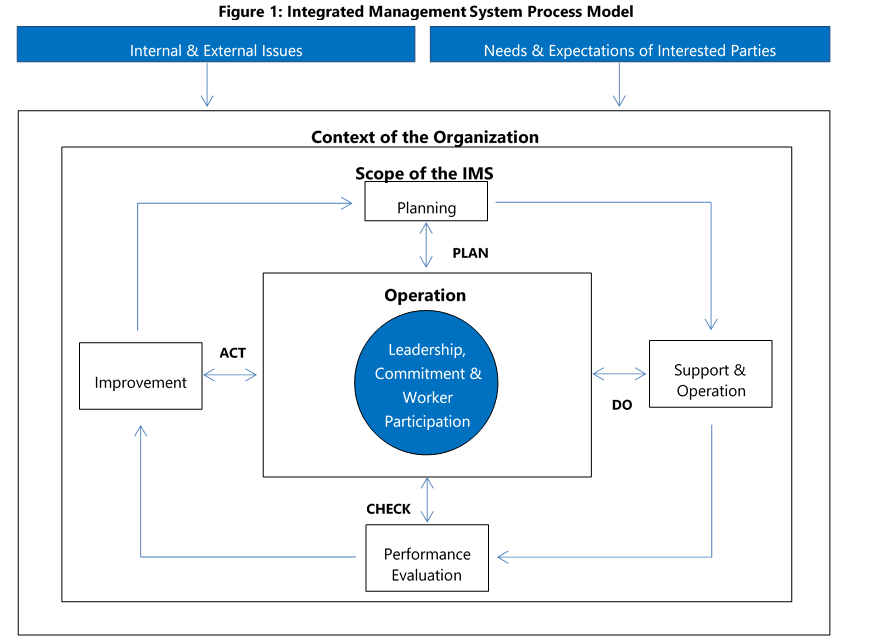
Introduction

**NWF Facilities Ltd** has developed and implemented an integrated management system to include Quality, Environmental and Occupational Health & Safety, which uses ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 as a framework for our company to document and improve our operational practices in order to better satisfy the needs and expectations of our workers, customers, stakeholders and interested parties.

This management system manual is used to familiarise our Staff, customers, interested parties, or individuals with the controls that have been implemented and to assure them that the integrity of our management system is maintained and is focused on meeting its intended outcomes.

This manual also describes the structure and interactions of our management system, delineates authorities, inter relationships and responsibilities of personnel who operate within the boundaries of **NWF Facilities Ltd** integrated management system (IMS), whilst providing reference to the procedures, process and activities that comprise it.

Figure 1 illustrates our methodology for the development of our integrated management system, which uses the plan, do, check and act cycle to implement the process approach that delivers management system objectives, stakeholder requirements and customer satisfaction.



| Clause | Justification for Exclusion |
| --- | --- |
|  | N/A |
|  |  |
|  |  |

**References**

| Standard | Title | Description |
| --- | --- | --- |
| BS EN ISO 9001:2015 | Quality management systems |  |
| BS EN ISO 14001:2015 | Environmental management systems |  |
| BS EN ISO 45001:2018 | Occupational health and safety management systems |  |
| BS 10800:2020 | Provision of security services —  Code of practice |  |
| BS7499:2020 | Static site guarding and mobile patrol service |  |
| BS 7858:2019 | Security screening of individuals employed in a security  environment |  |

Definitions

This document does not introduce any new definitions but rather relies on the following:

1. Definitions typically used by our customers, stakeholders or marketplace.

2. Terms typically used in standards and regulations as they relate to our services.

3. Standard business terminology.

4. Terms and vocabulary commonly used in Building Maintenance services.

**THE Difference**

Throughout our history we have always endeavoured to build long term partnerships with our clients and placed a heavy emphasis on employee skills and development. The Company prides itself on its culture of continuous improvement and innovation and in anticipating and meeting client needs. **NWF Facilities Ltd** never takes its success for granted, protecting your business is our business and we strive to earn that right.

The MD is responsible for overseeing all contractual arrangements between the Company and clients. He is responsible for reviewing all contracts to ensure that adequate resources are available on a daily basis to meet contractual obligations, within the Company’s Standing mission statement/ values as agreed in the management meetings.

* Customer Satisfaction
* Reduce / Deter Crime
* Exceed Client Requirements
* Manage difficult scenarios
* Cutting edge Technology
* Training and Development

It is the responsibility of the MD to ensure that sufficient resources are available within the Company to meet all contractual requirements.

The MD is also responsible for organising the internal resources of the company effectively to ensure that contractual obligations are met. The strategic aims are laid down in the Business Plan, which is updated each year.

Performance monitoring documentation is completed on a regular basis by the MD and secondary performance indicators as part of the commitment to our quality service. The Management Team receive quarterly, performance information structured to track performance against the objectives laid out in the company’s Business Plan.

Any complaints, non-conformances will be dealt with in accordance with the company Comments, Compliments, and Complaint’s procedure.

|  | **The Organisation in Context** |
| --- | --- |
|  | The Organisation’s external context has been evaluated and documented, taking into account such factors as: ***External***  Clients  Community Representatives  Environment Agency  Health & Safety Executive  Relevant Local Authorities  Members of the Public  Suppliers and Contractors  Police and Emergency Services  Insurers The social and cultural environment  The political environment  The legal and regulatory environment  The competitive environment  Key drivers and trends.  **Political**   * Brexit and other developments could affect security * Terrorism * Political trends * Governmental leadership * Government structures * Internal political issues * Shareholder needs/demands   **Economic**   * Supply chain assurances on H&S required to win contracts * Market requirements * growth/ decline * Interest rates * Exchange rates and inflation rate * Wage rates * Minimum wage * Working hours * Unemployment * credit availability, * Cost of living   **Social**   * Physical and mental wellbeing of staff and others affected by the organisations activities.   **Technology**   * Machinery safeguarding. * Use of technology to limit human risk. * Suppliers and partners * Market requirements * Competing technology development * Research funding * Associated/dependent technology * Replacement solutions * Maturity of technology * Manufacturing maturity/capacity * Information and communications * Consumer buying mechanisms/technology   **Legal**   * The company operates in the UK and is governed by English law. * HASAW Act, PUWER, LOLER and other legislation as refenced in Legal Register. * Health & Safety Executive (HSE) provides guidance, research and enforcement. * Regulations * Legal requirements * Industry requirements * Changes to legislation which may impact employment * Resources * Imports/ exports, taxation   ***Internal***  **Strengths**   * Ability to respond quickly to client demands * Robust IT and support systems * Comprehensive staff structure with excellent training and good staff retention * Well trained, knowledgeable and skilled workforce at all levels * Long standing/loyal client base * Strong geographical positioning for main scope of operations * National service delivery capability * Internal management systems and procedures are robust and regularly audited to ensure continued compliance   **Weaknesses**   * Internal top-level structure is very dependent on the Managing Director for drive, vision and decision making. * Business development and bid writing * Diversity and Equality: Under-represented at head office management and worker levels in key areas of race and religious sectors * Management and Supervisor Training is under resourced   **Opportunities**   * Business development to further penetrate national market. * Exhibitions and Conferences to showcase National delivery capability * Increase regional share on the strength of regional credentials * Approved Supplier Lists & Procurement organisations: Giving access to other work * Training – Deliver training on-site - training and development * Acquisition of competitors   **Threats**   * Changes to legislation that ultimately reduces profitability (Minimum wage, Living Wage, Pension Act etc) * Competitors trying to gain foothold or increase presence in our operational areas * Constant threat from competitors in ‘poaching’ experienced and valued members of staff * Retirement or loss of critical knowledgeable / experienced personnel * Supplier Rationalisation plans of our clients may remove us a preferred supplier * Existing clients going to tender with a risk we may not win / retain the tender. * Website – If the website fails online having no web presence is a distinct threat in a business world that is very “on-Line” centric * Pandemic – loss of staff |

**Relevant Interested Parties**

**NWF Facilities Ltd** identifies and classifies its interested parties, based on current information and knowledge held within our business. Each interested party is allocated to one or more categories and is analysed to determine whether any relevant needs or expectations exist, which could impact our business activities or the IMS, and which must be adopted by the organization. 

1. Management system scope - 4.3.
2. Management system processes - 4.4
3. Risk and opportunities - 6.1.1.

Environmental aspect and impacts - 6.1.2

OH&S hazard identification and assessment - 6.1.3.

1. Compliance obligations and legal requirements - 6.1.4
2. Communication - 7.4
3. Operations - 8.0.

**NWF Facilities Ltd**recognizes that we have a set of interested parties whose needs and expectations change and develop over time, and furthermore; that only a limited set of their respective needs and expectations are applicable to our operational purpose.

1. **Management System Scope**

Based on the scope of our activities described in Section 1 - Introduction and the analysis of the issues and requirements identified in Sections 4.1 and 4.2, 4.3,**NWF Facilities Ltd** scope is SCOPE:

The provision of Security Guarding services incorporating the requirements of BS 7858 and BS 7499,10800, ISO 9001:2015, 14001:2015 & 45001:2018. National coverage, it has established the scope of our integrated management system in order the implement the objectives and policies that are relevant to our context, physical and organizational boundaries and any interested parties.

**NWF Facilities Ltd** is able to exert authority and differing levels of control and influence over our activities, as they relate to our services, as performed at our facilities..

* Our employees, customers, contractors, visitors, and suppliers, as well as the local community are aware of our commitments made via our IMS, and those who it affects understand their responsibilities within the system.
* The HSEQ manager’s responsibilities are of paramount importance and are based upon a thorough understanding of national and local Legislation, as laid down in the organisations ***‘Register of Relevant Legislation’*** Codes of Practice and any associated guidance as laid down by external authorities and in internal policies and procedures within the organisation.
* the company is fully committed to continuous improvement in managing environmental issues, including the proper management and monitoring of waste and the reduction of pollution and emissions.
* Effective cooperative effort is established and maintained through a system of communication, education, training and supervision.
* Excellence in the management of HESQ is an essential element within its overall business plan.
* The development of documented objectives and targets for the business against which performance and progress is measured, will be reviewed.

This document describes our integrated management system (IMS) and the authorities, inter-relationships and responsibilities of process owners and personnel that operate within the system.

In order for our integrated management system to be robust, all the activities, products and services undertaken by **NWF Facilities Ltd** are included with in the scope of the IMS. In this way, we are able to control and influence our activities, products and services.

The scope of this document describes our IMS, delineates authorities, inter-relationships and responsibilities of process owners and personnel that operate within management system and the sequence and interaction of our processes. Conformance to ISO 9001:2015, ISO 14001:2015 BS 7858 and BS 7499,10800, and ISO 45001:2018 has been verified utilizing a formal assessment and review process undertaken by ForeFront Certification.

Although we recognize that ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 does not require a formal manual, we have decided to retain and update our integrated manual, as our employees, customers, suppliers and other stakeholders perceive it to add value to our operations. **Management System Processes**

**NWF Facilities Ltd** has implemented an IMS that exists as part of a larger strategy that has established, documented and implemented our processes, integrated policies and objectives, whilst satisfying the requirements of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 BS 7858 and BS 7499,10800,.

To achieve this,**NWF Facilities Ltd** has adopted the process approach advocated by the above management system standards. Top management has determined the processes required for achieving the intended outputs.

By defining three key process-groups, and by managing their inputs, activities, controls, outputs and interfaces; our organization ensures that system effectiveness is established and maintained. These process groups are described using tools such as procedures, process maps, turtle diagrams, matrices, schedules and charts, etc. 

The monitoring of key performance indicators (KPIs), which are linked to our objectives, is used to measure and communicate process performance. This approach allows Top management to regularly review management system performance and to ensure its ongoing integration with business processes.

As part of the decision-making process, we use trends and statistical data and trends related to nonconformities, environmental, quality and OH&S related aspects, targets, objectives and corrective actions, as well as, monitoring and measurement results, audit results, levels of customer satisfaction, process performance data and compliance data, to ensure that objective management decisions can be made.

Where **NWF Facilities Ltd** identifies the requirement to outsource any process, or part thereof, which affects conformity with the stated requirements; **NWF Facilities Ltd** identifies control criteria such as; the competence of workers and contractors, inspection regimes, the provision of product conformity certificates, adherence to specifications and specific job files, etc.

**4.4 Integrated Management System and its processes**

**NWF Facilities Ltd** has established and implemented the IMS, which is maintained and continually improved according to the requirements of the ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 BS 7858 and BS 7499,10800, standards including processes needed and their interactions. **NWF Facilities Ltd** has determined the processes needed for the IMS and their application through the organization.

4.Determining the scope of the Integrated Management System

**NWF Facilities Ltd** has determined the boundaries and the applicability of the IMS and how it relates to our Business Core Competency. **NWF Facilities Ltd** is committed to applying all applicable requirements of the International Standard to the intent and Scope of our IMS. The Scope of our IMS shall always be available to internal and external parties and maintained as documented information. The IMS was determined, designed and implemented to cover and support **NWF Facilities Ltd** Scope.

**NWF Facilities Ltd** determined 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 IMS Cross Reference. Sequences and interactions between the processes reviewed during management review, top management of **NWF Facilities Ltd** evaluates processes and makes changes needed in order to ensure that the processes achieve intended results and improve processes and the IMS.

**5 Leadership**

**5.1 Leadership and commitment**

Top management of **NWF Facilities Ltd** is taking accountability for the effectiveness of the IMS and providing resources to ensure that the Quality, Environmental, Health & Safety Policy and IMS Objectives are compatible with the strategic direction and the context of **NWF Facilities Ltd**. Top management ensures that IMS requirements are integrated into**NWF Facilities Ltd** business processes and that the IMS is achieving the intended results. Top management communicates the importance of an effective IMS, promotes continual improvement, a process approach, and risk‐based thinking, and supports relevant management roles to demonstrate leadership to their areas of responsibility. **Commitment** by the Board of Directors for the IMS are as follows: Ensuring the correct resources are available and that the IMS can interact with the existing business processes. Adopting responsibility for delegating and directing people to ensure performance objectives are met. Ensuring continual improvement can be achieved. Providing leadership to other supporting roles in the organization to ensure overall targets can be met. Communication: ensuring that critical objectives, aspects, and performance metrics and results are continually communicated effectively to all stakeholders



***5.1.2.  Customer focus***

Top management of **NWF Facilities Ltd** demonstrates leadership and commitment with respect to customer focus through ensuring:

1. That customer and statutory and regulatory requirements are defined, understood, and consistently met
2. The risks and opportunities that can affect the conformity of products/Materials and the ability to enhance customer satisfaction are determined and addressed
3. The focus on enhancing customer satisfaction is maintained

**5.2 Quality, Environmental, Health & Safety Policy**

**NWF Facilities Ltd** has defined the Quality, Environmental, Health & Safety Policy as a separate document and made them available to employees and the public. This Policy’s represents the framework for planning and improving the IMS and setting general and specific quality objectives. The Integrated Management System policies are appropriate to **NWF Facilities Ltd** processes, products, and services, is derived from the overall policies, context and strategy and provides a framework for establishing and reviewing objectives. The Integrated Management System policy is approved by the MD and is displayed in the work/prominent areas of business. Whenever required, the MD reviews the policies for its continuing suitability. The IMS policies also includes a commitment to satisfy applicable requirements and continual improvement of the IMS. Our Integrated quality, environment, and Health & Safety policy are:

**NWF Facilities Ltd *is committed to:***

* The satisfaction of our customers in all respects by supplying high-quality products, complying to the relevant standards, always on time
* Fulfill our commitment through total involvement of all at **NWF Facilities Ltd** and with continual improvement in our integrated management system.
* Identify, prevent, control and minimize adverse environmental impacts associated with our operational activities.
* Comply with all quality, environmental, Health & Safety requirements.
* Develop and maintain a highly motivated and trained workforce for effective management of the quality, environment, and Health & Safety issues.
* Communicate our environmental commitment to clients, employees and other interested parties.
* Strive to continually improve our quality, environmental and Health & Safety performance keeping in view the regulatory requirements, Health & Safety requirements, environmental requirements, community concerns, and technological advancements. Establish & maintain a healthy work environment.
* Comply with applicable legal requirements.
* Adopt the best practice of operations to prevent ill health & injuries

**5.3 Organizational roles, responsibilities, and authorities**

Responsibilities and authorities for relevant roles are assigned by top management and communicated within **NWF Facilities Ltd** Senior management roles. “Responsibility for the Management and reporting of Health and Safety and Environmental matters lies with the MD, or in his absence, the senior manager responsibility for Advice, Implementation of Policies and work instructions, measurement and investigation of reportable incidents lies with the MD. The MD Engages with staff and managers to maximise improvements in safety performance, to Identify areas of risk and develop measures to reduce and control, to Identify initiatives to improve performance and assist in addressing areas of poor performance. The H&S Director is also responsible for ensuring that the IMS conforms to ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 BS 7858 and BS 7499,10800, and reporting on the performance of the IMS, including the IMS performance, to top management, the following responsibility and authority to:

1. ensure IMS conforms to the requirements of international standard ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 BS 7858 and BS 7499,10800,

2. ensure the interaction of processes and their ability to achieve planned results.

3. report to top management on the results achieved by the IMS, possibilities for improvements and the needs of changes or innovations.

4. maintain IMS integrity when planning and implementing changes.

5. promote awareness of customer focus throughout the organisation.

6. act as a liaison with external parties such as customers or auditors on matters relating to the IMS

7. Resolve all matters pertaining to quality issues. The responsibility, accountability, and authority of all personnel involved in the IMS are to be defined, documented and communicated in order to facilitate effective IMS. This is to include any responsibilities and accountability that is imposed by legislation.

8. Responsibilities, accountabilities, and authorities are documented in position descriptions and throughout the IMS.

9. Where suppliers are involved, their responsibilities and accountabilities are to be clarified and documented by the responsible employee with authority.

10. All employees and Suppliers will comply with their responsibilities.

11. The Management Team are to:

1. Ensure organization-wide compliance to the IMS.
2. Appoint the IMS Management Representative.
3. Ensure that the assigned roles, responsibilities and authorities are communicated and understood.
4. Communicate the importance of meeting customer, statutory and regulatory requirements.
5. Establish appropriate policies that include a commitment to continual improvement of the IMS.
6. Establish IMS objectives.
7. Ensure that all employees are aware of:

* Policy
* Current IMS objectives, targets and plans.
* The importance of compliance with the IMS.
* Their contribution to the effectiveness of the IMS, including the benefits of improved performance.
* Potential consequences of non-compliance with the IMS requirements.

1. Hold people accountable for carrying out assigned responsibilities and the results delivered.
2. Make resources available.
3. Participate in IMS meetings including the Management Review.
4. Actively promote and participate in IMS initiatives.

The Management Representative is to:

1. Ensure that the:
   1. IMS is established implemented and maintained in accordance with the requirements of the standards.
   2. IMS processes are delivering their intended outputs.
   3. Promotion of customer focus throughout the company.
   4. The integrity of the IMS is maintained when changes to the IMS are planned and implemented.
2. Report on the performance of the IMS for review and as a basis for continual improvement.
3. Perform the role of Administrator which has the authority to ensure access rights in the IMS, for individuals, are in-line with their levels of authorities and responsibility in the organization.
4. Monitor, communicate and incorporate changes in the legal and other requirements in the IMS.
5. Communicate amendments to the IMS.
6. Advise and provide guidance to ensure compliance to the IMS is maintained.
7. Provide guidance in developing action plans and conducting management system reviews.
8. Ensure that audits and inspections are conducted in accordance with the schedule.
9. Ensure that Management is effectively utilized to administer and control the IMS.
10. Provide and or arrange for ongoing training and coaching to personnel with respect to IMS matters.
11. Coordinate and participate in IMS meetings including the Management Review.
12. Publish and control all IMS documents.
13. Actively promote and participate in IMS initiatives.
14. Coordinate and administer arrangements with the certification agency.

**Employees are to:**

1. Ensure that the IMS is effectively implemented and maintained within their area of responsibility.
2. Actively encourage all personnel to contribute towards the continual improvement of the IMS.
3. Incorporate the IMS as part of the site and departmental inspections and reviews.
4. Determine and escalate the need for resource requirements for the effective operation of the IMS.
5. Participate in IMS meetings including the Management Review.
6. Actively promote and participate in IMS initiatives
7. Promptly report any unsafe working conditions, faulty equipment, hazards/risks, injuries or incidents

**Suppliers and Contractors are to:**

1. Comply with the requirements of the IMS and participate in IMS promotions.
2. Promptly report any unsafe working conditions, faulty equipment, hazards/risks, injuries or incidents

**Organization Structure**

1. The Company recognizes that the structure of the organization needs to constantly evolve in order to meet the changing needs of clients, the market and compliance obligations.
2. The Management Team is responsible for ensuring the structure of the organization is appropriate to the current business needs and will ensure that the organization chart is regularly reviewed and maintained.

**6.0 Planning**

**6.1 Actions to address risks and opportunities**

**6.1.1 General**

When planning our IMS, **NWF Facilities Ltd** has taken into consideration potential issues and has determined the risks and opportunities that need to be addressed to:

1. provide assurance that the IMS can achieve its intended result.
2. enhance desirable effects.
3. prevent, or reduce, undesired effects.
4. achieve improvement.

**NWF Facilities Ltd** has planned actions to address the above risks and opportunities and has initiated appropriate procedures to integrate and implement appropriate actions into our IMS including the evaluation of the effectiveness of our IMS processes. Any actions taken to address risks and opportunities shall be proportionate to the potential impact on the conformity of products and services.



**Risks and Opportunities**

While planning for the IMS, **NWF Facilities Ltd** has considered the issues referred to in our risk and opportunities register and developed a process to identify the risk and opportunity that need to be addressed to

1. Assure the IMS in place can achieve the intended outcome
2. Enhance desirable effects,
3. Prevent, or reduce undesired effects
4. Achieve improvement.

**NWF Facilities Ltd** has ensured actions to address these risks and opportunities which are proportional to the potential impact on, the conformity of its products, process and services, interested parties needs and expectations or its compliance obligations.**NWF Facilities Ltd** has planned as to how to

Integrate and implement the actions into its IMS processes, evaluate the effectiveness of the actions planned.  
Take into consideration, the issues related to company objectives, requirement for products, process and service, health & safety concerns.

**For IMS**

Risk and Opportunity assessment are done as per the internal and external issues to **NWF Facilities Ltd** under its context, interested parties needs and expectations, contracts and customer requirements and its vision and mission in consideration. The qualitative/quantitative assessment is carried out to ensure that these risks remain under the control of**NWF Facilities Ltd** and will not affect **NWF Facilities Ltd** values, business, process, products and services performance on a long and short run with a mitigation plan in a systematic manner. The effective measures will then be review and integrated with the management system in place through a proper change management process.

**6.1.2 Identification and evaluation of Environmental aspects, Hazard identification.**

**Environmental Aspects**

The planning process commences with the identification and updating of environmental aspects. In order to evaluate the impacts of its activities to the environment, **NWF Facilities Ltd**shall establish, implement and maintain a procedure to identify the environmental aspects of its activities, products or services that it can control and those that it can influence taking into account planned or new developments, or new or modified activities, products, and services. These aspects, inclusive of those arising from works carried out by contractors, are registered in the “Aspects and impacts register”. **NWF Facilities Ltd** shall ensure that all environmental aspects that may pose significant impacts on the environment are under control and prioritized for improvements. **NWF Facilities Ltd** shall keep this information up to date.

**Hazard identification and Assessment of Risk and Opportunities**

Identification of Hazard and Risk Analysis is performed for all activities of **NWF Facilities Ltd** as per Procedure for determination of Hazard & Risk Assessment & Control. Hazards which are related to OH&S legal requirements are considered as significant; Risks which are above acceptable risk priority number are identified as significant risks, those are either covered through OH&S objectives to improve OH&S performance or controlled through operational control procedures, measuring & monitoring, training & awareness, emergency preparedness and response or combination thereof. The significant risks and aspects are reviewed annually by senior management and revising the targets and objectives if needed.

**Assessment of Environmental and H & S risks and other risks to the IMS management system**

**NWF Facilities Ltd** has established, implemented and maintained processes to:

a) Assess EH&S risks from the identified Environmental aspect, OH&S hazards, while taking into account the effectiveness of existing controls.

b) Determine and assess the other risks related to the establishment, implementation, operation, and maintenance of the OH&S management system.

There is a risk assessment and method statement there will be a on-site work package, defined with respect to the risk associated with their scope, nature, and timing to ensure they are proactive rather than reactive and are used in a systematic way. Documented information shall be maintained and retained on the methodologies and criteria.

**Assessment of EH&S opportunities and other opportunities to the EH&S management system**

**NWF Facilities Ltd** has established, implemented and maintained processes to assess:

a) EH&S opportunities to enhance EH&S performance, while taking into account planned changes to the organization, its policies, processes or its activities and:

1. Opportunities to adapt work for the organization and work environment to workers.
2. Opportunities to eliminate hazards and reduce EH&S risks.

b) Other opportunities for improving the EH&S management system.

**6.1.3 Compliance obligation or Determination of Legal and Other Requirements**

**NWF Facilities Ltd** is to ensure that all relevant legislative and other requirements are identified.

1. Legislative and other requirements may include, but are not limited to:
2. Acts and Regulations.
3. Codes of Practice
4. Standards.
5. Agreements with clients, communities or public authorities.
6. Industry standards or codes.
7. The Management Team are to ensure that where possible, they are notified of changes and/or additions to legal and other requirements as those changes occur.
8. The means of ensuring notification of changes and/or additions may include:
9. Agreements with external legal or consulting organizations to monitor and advise of any changes.
10. When changes and/or additions occur, they are to be included in the Compliance module and the means of verifying compliance is to be defined as previously described.
11. A review of the Compliance module will be conducted as per the annual work plan in the regular meetings. These will include:
12. Confirm that all updates to applicable legal and other requirements have been captured and included.
13. Confirm that the means of ensuring and verifying compliance are appropriate.
14. The company is to ensure that all changes, additions, and updates to the Compliance module are communicated to relevant employees, contractors, and other stakeholders.

**6.2 IMS objectives and planning to achieve them**

IMS Objectives have been established at all corresponding levels and processes throughout **NWF Facilities Ltd** to implement the IMS Policies, meet and exceed requirements for product and processes, and to improve the IMS and its performance

**IMS Objectives**: IMS objectives are strategic, apply to the entire Company and shall:

1. be consistent with the IMS Policy.
2. be measurable and monitored.
3. take into account applicable requirements.
4. be communicated.
5. be updated as appropriate.
6. Be relevant to the conformity of products, services and enhance customer satisfaction.

IMS Performance Objectives are measurable targets for improving operational performance to ensure process conformity and customer satisfaction. They apply to all departments and functions having direct responsibility for activities that require improvement. Performance objectives and goals are established by management and through employee involvement and monitored within the framework of management reviews **NWF Facilities Ltd** retains documented information on the status of our IMS quality objectives. If shortfalls are identified, management may revise objectives, issue corrective action requests, or take other appropriate actions to address the issue.

**6.3 Planning changes**

When changes to IMS are deemed necessary, **NWF Facilities Ltd** shall ensure the change will comply with the requirements of IMS and shall consider:

1. the purpose of the changes and their potential consequences.
2. the integrity of IMS.
3. the availability of resources.
4. the allocation or reallocation of responsibilities and authorities.

**7.0 Resources**

**7.1. General**

**NWF Facilities Ltd** is fully committed to providing adequate resources required for the establishment, implementation, maintenance and continual improvement of IMS. Our committed resources include competent employees, state of the industry equipment, well-maintained work environment, and financial resources. The process for determining and communicating resource requirements is an integral part of our management review process. Our infrastructure resource considerations include:

1. management review meeting inputs and outputs.
2. capabilities and constraints on existing internal and external resources.
3. requirements and expectations provided by our external providers/vendors

**7.1.2 People**

**NWF Facilities Ltd** identifies personnel training needs, provides the required training, and evaluates the effectiveness of the training provided. Personnel assigned to perform specific tasks, operations and processes are qualified on the basis of appropriate education, experience or training. Employees are made aware of the relevance and importance of their activities and how they contribute to the achievement of IMS objectives. Records of personnel qualifications and training are maintained.

**7.1.3 Infrastructure**

**NWF Facilities Ltd** has determined and provided resources necessary for the establishment, implementation, maintenance and continual improvement of the IMS. Our infrastructure resource considerations include:

1. equipment including
2. Information and communication
3. As new infrastructure requirements are determined to be necessary, they will be documented in quality plans and other documents as required

**7.1.4 Environment for the Operation of Processes**

Management identifies and manages the human and physical factors of the work environment considered to be important to control processes and to achieve conforming of products and services. Evaluations include:

1. assessment of product requirements to identify where human and/or physical factors will affect our services
2. Assessment of current working environment conditions to determine if the work environment is suitable to achieve the conforming product.
3. Implementation of work environment improvements needed to achieve the conforming product.
4. Continual assessment of the work environment to ensure that adequate factors maintained

**7.1.5 Monitoring and Measuring Resources**

**7.1.5.1 General**

**NWF Facilities Ltd** has determined the necessary monitoring, measurement, and resources to be initiated across our IMS. The structure of internal resources includes but is not limited to:

1. monitoring and measuring equipment.
2. documented procedures and forms.
3. competent and qualified personnel

**7.1.5.2 Measurement Traceability**

Documented procedures outline the processes that control monitoring and measurement equipment used to accept products during production and service operations. The procedures also include controls prior to, and after delivery of products to our customers. Appropriate documented information is maintained and provides objective evidence of compliance and conformity.

**7.1.6 Organizational Knowledge**

**NWF Facilities Ltd** considers the specific knowledge necessary for each operation and considers this as an important resource to ensure our people and processes are consistent and will achieve conformity of the product and services provided by the Company. Specific organizational knowledge is defined, maintained and available to the extent necessary within appropriate procedures.

**7.2 Competence**

**NWF Facilities Ltd** has determined to the extent necessary the below elements of competence for people performing work that may affect the effectiveness of the IMS.

1. ensure employees are competent on the basis of their education, training, and experience.
2. initiate job descriptions including specific competency provisions.
3. measure job performance for each employee is assessed after ach job as well as annually
4. training programs for each employee

**NWF Facilities Ltd** ensures that the necessary competence is available for the effective operation of the processes.

1. Determine the necessary competence on the basis of training, skills, and experience for personnel performing work affecting IMS
2. Provide training or any other actions to satisfy needs. Training helps to identify the safety and health responsibilities of both management and employees at the Appropriate training programs are conducted for employees to ensure that employees are aware of the safety hazards to which they may be exposed and the proper methods for avoiding such hazards. Evaluate the effectiveness of the action taken.
3. Ensure by proper briefing and through an internal communication system that personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of company
4. Maintain records of training, skills, and experience.

**7.3 Awareness**

**NWF Facilities Ltd** has determined to the extent necessary persons performing work are:

1. aware of the IMS Policy.
2. aware of relevant IMS objectives.
3. aware of their contribution to the IMS effectiveness, including improved performance.
4. Implications of noncompliance to our IMS requirements.

**7.4 Communication**

Senior Management is responsible for determining internal and external communications relevant to the IMS, including subject, timing, method of communication, as well as who and with whom will communicate.

**7.4.1 General**

Systems have been established within **NWF Facilities Ltd** for internal as well as external communication regarding the effectiveness of the Integrated Management System. Senior Management ensure that appropriate communication processes are established within **NWF Facilities Ltd** and that communication takes place regarding the effectiveness of the IMS.

**7.4.2 Internal Communication**

The senior team of **NWF Facilities Ltd** determine and plan effective arrangements for communicating with customers and relevant interested parties in relation to products, process, and

service information, HSE matters, inquiries, contracts or order handling and amendments Suitable systems are developed to receive customer feedback and handling customer complaints.

**7.4.3 External communication**

Effective arrangements have been established and implemented for:

1. Internal communication among various functions and levels are defined.
2. Receiving, recording and responding to relevant Communication with external interested parties as per its compliance obligations are also defined.

**NWF Facilities Ltd** has established, implemented and maintained processes for the participation of workers by their involvement in consultation processes and consultation with contractors, including ensuring they clearly understand their responsibilities within the IMS.

Wherever appropriate, **NWF Facilities Ltd** consults relevant external interested parties about IMS matters. **NWF Facilities Ltd** ensures the method of communication and language used is appropriate to the needs of the workforce and in a form that they can easily understand the information being provided to them.

**7.5 Documented information**

**7.5.1 General**

Documented information required to support the effectiveness of our IMS is controlled to ensure:

1. it is available and suitable for use, where and when it is needed.
2. it is adequately protected from loss of confidentiality, improper use, or loss of integrity.
3. distribution, access, retrieval, and use.
4. storage and preservation, including preservation of legibility.
5. control of changes.
6. Retention and disposition.

Documented information of external origin determined to be necessary for the planning and implementation of the IMS is identified as appropriate and controlled in accordance with IMS Procedures and Forms.

**7.5.2 Creating and updating**

When creating and updating documented information,**NWF Facilities Ltd** shall ensure appropriate:

1. Identification and description a title, date and reference number

**7.5.3 Control of documented information**

**Documented information required by the IMS and by this** **International Standard shall be controlled to ensure:**

1. it is available and suitable for use, where and when it is needed.
2. it is adequately protected from loss of confidentiality, improper use, or loss of integrity.

**For the control of documented information, NWF Facilities Ltd shall address the following activities, as applicable:**

1. distribution, access, retrieval, and use.
2. storage and preservation, including preservation of legibility.
3. control of changes by version control
4. retention and disposition.

Documented information of external origin determined by **NWF Facilities Ltd** to be necessary for the planning and operation of the quality management system shall be identified as appropriate and be controlled. Documented information retained as evidence of conformity shall be protected from unintended alterations.

**8.0 Operation Organizational planning and control**

**NWF Facilities Ltd** defines the expectation and implements controls for each of our IMS processes. The planning of controls is required to ensure consistent acceptability of products and services. Planning processes include the definition of IMS quality objectives, development for required processes, the establishment for appropriate verification programs and the requirement for records necessary to demonstrate the process and products conform to intended requirements. Operational planning and control are required prior to new and/or revised products or processes being implemented. During the planning phase, management will identify:

1. requirements for the services.
2. criteria for the processes and the acceptance of services.
3. resources needed to achieve conformity to the product and service requirements.
4. control of the processes in accordance with the criteria.
5. Documented information to the extent necessary to have confidence that the processes have been carried out as planned and to demonstrate the conformity of products and services to their requirements.

The output of operational planning and control includes documented quality plans, resource requirements, processes, equipment requirements, procedures, test data, and design outputs.

**Eliminating hazards and reducing OH&S risks**

**NWF Facilities Ltd** has established, implemented and maintained a process for the elimination of hazards and reduction of OH&S risks using the following “hierarchy of control”:

1. Eliminate the hazard.
2. Substitute with less hazardous processes, operations, materials or equipment.
3. Use administrative controls, including training.
4. Use adequate personal protective equipment.

**Management of change**

**NWF Facilities Ltd** has established a process for the implementation and control of planned temporary and permanent changes that impact OH&S performance, including:

a) New services, and processes, or changes to existing products, services, and processes, including:

* Workplace locations and surroundings.
* working conditions.
* Equipment.

b) Changes to legal requirements and other requirements.

c) Changes in knowledge or information about hazards and OH&S risks.

d) Developments in knowledge and technology.

**NWF Facilities Ltd** has reviewed the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

**Procurement**

**General**

**NWF Facilities Ltd** has established, implemented and maintained a process to control the procurement of services in order to ensure their conformity to its IMS management system.

**Contractors**

**NWF Facilities Ltd** will coordinate with its contractors, to identify hazards and to assess and control the OH&S risks, arising from the:

a) contractor’s activities and operations that impact the organization.

b) contractors’ activities and operations that impact other interested parties in the workplace.

**NWF Facilities Ltd** has ensured that the requirements of its IMS management system are met by contractors and their workers through a defined sub-contractor’ agreement. CIO Security Ltd procurement process(es) shall define and apply occupational health and safety criteria for the selection of contractors.

**Outsourcing**

**NWF Facilities Ltd** has ensured that outsourced functions and processes are controlled. **NWF Facilities Ltd** has ensured that its outsourcing arrangements are consistent with legal requirements and other requirements and with achieving the intended outcomes of the IMS management system. The type and degree of control to be applied to these functions and processes are defined within the IMS management system.

**Requirements for products and services**

Communication with customers, the process of determining and reviewing the requirements related to products and changes to requirements for products are defined in the Customer Requirements and Planning Process Flowchart

**Emergency preparedness and response**

**NWF Facilities Ltd** has developed procedures to ensure that **NWF Facilities Ltd** is able to respond to the accidents and emergency/disaster situation and for preventing and mitigating the impacts associated with them considering the total business risks. After identifying the potential risks recorded in the risk and opportunities register. Plans have been developed to overcome the emergency. (Procedure for Emergency Preparedness are within the Emergency preparedness plan.

**NWF Facilities Ltd** has established, implemented and maintained a process needed to prepare for and respond to potential emergency situations.

a) Establishing a planned response to emergency situations, including the provision of first aid

b) Providing training for the planned response.

c) Periodically testing and exercising the planned response capability; the plan has been tested recently and the outcome recorded to check the emergency preparedness are carried out at regular intervals

Evaluating performance and, as necessary, revising the planned response, including after testing and in particular after the occurrence of emergency situations.

e) Communicating and providing relevant information to all workers on their duties and responsibilities.

f) Taking into account the needs and capabilities of all relevant interested parties and**NWF Facilities Ltd**has maintained and retained documented information on the processes and on the plans for responding to potential emergency situations.

**8.3 Design and development of products**

**Design Control**

**General**

Design control procedure IMS will be followed by**NWF Facilities Ltd**, when the design function is part of the contract. This procedure forms part of the **NWF Facilities Ltd** integrated System.

**Design and Development Planning**

A design requirements specification will normally form the basis of the design of site patrols and services on site bespoke to the customer and site specific.

**Design Input**

The relevance of any contract review activities will be considered during the design input stage. Applicable Statutory and Regulatory requirements are identified and documented.

**Design Output**

Design output shall be documented in terms verifiable to the design input requirements.

Output will make reference to acceptance criteria along with identifying the design aspects that are critical to the safe and proper functioning of the service.

**Design Review**

Design reviews will be carried out at customer review. The input and output activities will be reviewed, along with the ongoing design activities. All relevant parties shall be involved in the design reviews. Design review records will be kept in the form of minutes or notes.

**Design Verification**

Design verification will be undertaken by the most appropriate means. This can include reviews with the client or when changes are required to the site or requirement.

**Design Changes**

During the design, changes to the design will be incorporated after review. Design changes after design release, will be reviewed, documented, and approved by the authorized personnel, prior to implementation.

**8.4 Control of externally provided processes, products, and services**

**NWF Facilities Ltd** determines the controls to be applied to externally provided processes services when:

a) services from external providers are intended for incorporation into the organization’s own services.

b) services are provided directly to the customer(s) by external providers on behalf of the organization.

c) a process, or part of a process is provided by an external provider as a result of a decision by the organization.

**NWF Facilities Ltd**shall determine and apply criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or services in accordance with requirements. The organization shall retain documented information of these activities and any necessary actions arising from the evaluations.

**Type and extent of control**

**NWF Facilities Ltd** shall ensure that externally provided processes, products, and services do not adversely affect the organization’s ability to consistently deliver conforming products and services to its customers.

a) ensure that externally provided processes remain within the control of its quality management system.

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

c) take into consideration:

1. the potential impact of the externally provided processes, products, and services on the organization’s ability to consistently meet customer and applicable statutory and regulatory requirements.
2. the effectiveness of the controls applied by the external provider.

**Information for external providers**

**NWF Facilities Ltd** shall ensure the adequacy of requirements prior to their communication to the external provider. **NWF Facilities Ltd** shall communicate 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 the organization.

e) control and monitoring of the external providers through approved supplier review

f) verification or validation activities that the organization, or its customer, intends to perform at the external providers’ premises.

**Service provision**

**Control of service provision**

**NWF Facilities Ltd** shall implement service provision under controlled conditions. Controlled conditions shall include, as applicable:

the availability of documented information that defines:

the results to be achieved.

the availability and use of suitable monitoring and measuring resources.

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.

the use of suitable infrastructure and environment for the operation of processes.

the appointment of competent persons, including any required qualification.

the validation, and periodic revalidation, of the ability to achieve planned results of the processes for service provision, where the resulting output cannot be verified by subsequent monitoring or measurement.

**8.5. Identification and traceability**

**NWF Facilities Ltd** shall use suitable means to identify outputs when it is necessary to ensure the conformity of services. **NWF Facilities Ltd** shall identify the status of outputs with respect to monitoring and measurement requirements throughout service provision. **NWF Facilities Ltd** shall control the unique identification of the outputs when traceability is a requirement and shall retain the documented information necessary to enable traceability.

**Property belonging to customers or external providers**

**NWF Facilities Ltd**has not identified the need for Property belonging to customers or external providers within its operational processes.

**Preservation**

**NWF Facilities Ltd**shall preserve the outputs during service provision, to the extent necessary to ensure conformity to requirements.

**8.5.1 Post-delivery activities**

**NWF Facilities Ltd** shall meet requirements for post-delivery activities associated with the services. In determining the extent of post-delivery activities that are required, **NWF Facilities Ltd**shall consider:

a) statutory and regulatory requirements.

b) the potential undesired consequences associated with its services.

c) the nature use and intended lifetime of its services.

d) customer requirements.

e) customer/staff/interested parties’ feedback.

**8.5.2 Control of changes**

**NWF Facilities Ltd**shall review and control changes for service provision, to the extent necessary to ensure continuing conformity with requirements. **NWF Facilities Ltd** shall retain documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.

**8.5.3 Release of products and services**

**NWF Facilities Ltd** shall implement planned arrangements, at appropriate stages, to verify that the service requirements have been met. The release of services to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer. **NWF Facilities Ltd** shall retain documented information on the release of products and services. The documented information shall include:

a) Evidence of conformity with the acceptance criteria.

**8.6 Control of nonconforming outputs**

**NWF Facilities Ltd** **shall ensure that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery**

**NWF Facilities Ltd** take appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This shall also apply to nonconforming products and services detected after delivery of products, during or after the provision of services. **NWF Facilities Ltd** shall deal with nonconforming outputs in one or more of the following ways:

a) correction.

b) informing the customer.

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

**NWF Facilities Ltd** shall **retain documented information that:**

a) describes the nonconformity

b) describes the actions taken.

c) describes any concessions obtained.

d) identifies the authority deciding the action in respect of the nonconformity.

**9.0 Performance evaluation Monitoring, measurement, analysis and evaluation**

**General**

The administrative staff manage all processes within **NWF Facilities Ltd**define what will be monitored and measured, as well as the methods and timing for monitoring and measuring.

Results of the monitoring and measuring will be evaluated at appropriate levels and functions in **NWF Facilities Ltd** the senior management will evaluate the performance of the IMS during the management review. **NWF Facilities Ltd** shall 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 **NWF Facilities Ltd** 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 analysed and evaluated.

**General**

A detailed procedure documents the inspection and testing activities of the company, and details the usage of the quality plan, and quality control plan.

**Receiving Inspection and Testing**

This activity is carried out in accordance with the inspection and testing procedure, and the material control procedure. The degree of inspection is dependant on supplier, and may be limited to document checks on receipt.

**Process Inspection and Testing**

This is also covered by the Inspection and Testing procedure, and the inspection and testing activities will follow the requirements of the integrated Plan, and Inspection and Test Plan. Visual inspection is continuous throughout the production process, with all personnel vigilant to possible in - process “defects”.

**Final Inspection and Testing**

Final inspection and testing activities are also covered by our business Plan and Inspection and Test Plan. Any defects, irregularities, or non-conformities identified during the production process, will be reported under the non-conformance

**Inspection and Test Records**

Inspection and test records will be kept on an ongoing basis and compiled into a record dossier to the Clients’ requirements. The records will clearly show the release authority, and where a product is found to be unacceptable to specification, the non-conformance procedure will be followed. Inspection and test records will be archived as required by the contract.

**Control of Inspection Measuring and Test Equipment**

**General**

Calibration is non-applicable

**Control Procedure**

The control procedure, as a minimum, covers the selection of the most appropriate equipment, dependant on the measurement to be made, and the accuracy required.

All equipment used for measuring and testing, shall be kept in a controlled manner with regard to storage and use, to help ensure continued accuracy.

**9.1. Customer satisfaction**

**NWF Facilities Ltd** monitors information relating to customer perception of our continual ability to fulfill their requirements. Maintaining customer satisfaction is one of the principal objectives of the IMS. Collecting and analyzing customer feedback and complaints, and customer satisfaction is conducted during management review. Customer satisfaction data is used by management to identify opportunities for improvement

**NWF Facilities Ltd** has established, implemented and maintained a process for evaluating compliance with legal requirements and other requirements. **NWF Facilities Ltd** has:

a) determined the frequency and methods for the evaluation of compliance.

b) Evaluate compliance and take action if needed.

c) Maintain knowledge and understanding of its compliance status with legal requirements and other requirements.

d) Retain documented information about the compliance evaluation results.

**9.1.3. Analysis and evaluation of compliance**

**NWF Facilities Ltd** analyzes and evaluates appropriate data and information arising from monitoring and measurement. The results of the analysis are used to evaluate:

1. conformity of products.
2. the degree of customer satisfaction.
3. the performance and effectiveness of the IMS
4. if planning has been implemented effectively.
5. the effectiveness of actions taken to address risks and opportunities.
6. the performance of external providers.
7. the need for improvements to the IMS.
8. determine the frequency that compliance will be evaluated.
9. evaluate compliance and take action if needed.
10. Maintain knowledge and understanding of its compliance status.

**NWF Facilities Ltd** shall retain documented information as evidence of the compliance evaluation result(s).

**9.2 Internal audit**

**NWF Facilities Ltd**plans and conducts internal audits at planned intervals. Internal audits are conducted to verify quality activities and related results comply with planned expectations including customer contractual requirements and other IMS requirements as deemed necessary and applicable. The administrator is responsible for organizing and coordinating the internal audit to ensure that the audit scope, the frequency, and methods are defined, and the following requirements are satisfactorily achieved:

1. definition of audit responsibilities.
2. definition of requirements for planning and conducting the audit including taking appropriate correction and corrective actions without undue delay.
3. assurance of auditor independence.
4. recording of audit results.
5. communication of audit results to management.

**9.3 Management review**

Senior Management of**NWF Facilities Ltd** conducts reviews of the IMS, approximately every according to the Procedure for Management Review. Management review is conducted a minimum of every 12 months.

**10. Improvement**

**General**

**NWF Facilities Ltd** determines and selects opportunities for improvement and implements any necessary actions to meet customer requirements and enhance customer satisfaction. These include:

1. improving products to meet requirements, as well as to address future needs and expectations.
2. correcting, preventing, or reducing undesired effects.
3. improving the performance and effectiveness of the IMS.

**10.1. Incidents Nonconformity and corrective action**

**NWF Facilities Ltd** handles nonconformities in order to control and correct them and deal with the consequences, according to the Procedure for evaluating non‐conforming product ‐ material and documenting CARs. **NWF Facilities Ltd** has established a corrective action system to investigate and document the root cause and actions to correct supplier, internal, and customer‐reported nonconformities. Corrective actions are assigned to a responsible individual and tracked by number and completion date according to the Procedure for evaluating non‐conforming service ‐ material and documenting CARs.

**10.2 Incident investigation**

**NWF Facilities Ltd** has established, implemented and maintained a procedure to record, investigate and analyze incidents in order to

Determine underlying OH&S deficiencies and other factors that might be causing or contributing to the occurrence of incidents.

Identify the need for corrective action.

Identify opportunities for preventive action.

Identify opportunities for continual improvement.

Communicate the results of such investigations.

The investigations will be performed in a timely manner. The results of incident investigations shall be documented and maintained. When an incident or a nonconformity occurs

a) React in a timely manner to the incident or nonconformity and, as applicable:

Take action to control and correct it;

Evaluate, with the participation of workers and the involvement of other relevant interested parties, the need for corrective action to eliminate the root cause of the incident or nonconformity, in order that it does not recur or occur elsewhere, by:

Investigating the incident or reviewing the nonconformity.

b) review existing assessments of IMS risks.

c) determine and implement any action needed, including corrective action, in accordance with the senior management team of controls

e) Assess OH&S risks that relate to new or changed hazards, prior to taking action

f) Review the effectiveness of any action taken, including corrective action

g) Make changes to the OH&S management system, if necessary.

**10.3 Continual improvement**

**NWF Facilities Ltd**continually improves the suitability, adequacy, and effectiveness of the IMS. **NWF Facilities Ltd** considers the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities to be addressed as part of continual improvement. Projects, project status, and responsibilities are recorded in the Continual Improvement Log.

**Appendix – Supporting Documentation**

| **Policy Manual – ISO Clause** | **Supporting Documentation** |
| --- | --- |
| **ISO Standard** |  |
| BS EN ISO 9001: 2015  standard  BS EN 14001:2015 standard  BS EN 45001:2018  BS 7499:2020  BS7858:2019  BS10800:2020 | **Integrated manual** |
| **Context of the organisation** |  |
| Mission, vision, values | Statement statements |
| **Leadership** |  |
| Quality, Environmental & Health & Safety policy statement | Policies, Manual |
| **Planning** |  |
| Quality, Environmental & Health & Safety objectives | Policies |
| **Support** |  |
| Performance reporting |  |
| **Operation** |  |
| performance indicators | KPI document |
| **Performance Evaluation** |  |
| Completed audits  Internal quality audit schedule Internal audit template | Internal Audits\Completed Audits  ISO Audit Schedule 2023 |
| Management Review Meetings | Management Review Meetings report |
| **Improvement** |  |
| Non-conformance, preventative, corrective actions | Corrective-preventative actions log |