



INTEGRATED MANAGEMENT SYSTEM (IMS)
MANUAL
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Revision History

Rev. No.	Issuance Date	Revision Description
0	15 Dec 2021	First Issue
1	8 Feb 2023	Addition of: 4.3 Permissible Exclusion 6.1.2 HIRARC 6.1.2.1 Assessment of Risk 6.1.2.2 Assessment of OHS opportunities 7.6 Documentation Hierarchy Model 8.1.2 Process Control 8.1.3 Management of Change (MOC) 8.1.4 Procurement 8.1.4.1 Contractor/Subcontractor/Vendor 8.1.4.2 Outsourcing
2	22 Aug 2023	Addition of: Scope in 4.3 – Removed exclusion of Clause 8.3 Design & Development of Product and Services
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Approval

Action	Name	Position	Date
Issued by	Nur Asyiqin Zulkefli	Manager, Operational Risk (Procurement - Supply Chain)	19/04/2024
Reviewed by	Ivy Soh	Chief Financial Officer	19/04/2024
Approved by	Chris Hillier	Chief Executive Officer	19/04/2024

Table of Contents

Clause	Content Description	Page
1	Scope	4
2	Normative reference	5
3	Terms & definitions	8
4	Context of the organization	9
	4.1 Understanding the organization and its context	9
	4.2 Needs and expectations of interested parties	9
	4.3 Scope of the Integrated Management System (IMS)	9
	4.4 Integrated Management System (IMS) and its processes	9
5	Leadership	11
	5.1 Leadership and commitment	11
	5.2 Policy	11
	5.3 Organizational roles and responsibility	12
	5.4 Consultation and participation of workers	13
6	Planning	14
	6.1 Action to address risks and opportunities	14
	6.2 IMS objectives and planning to achieve them	17
	6.3 Planning of changes	18
7	Resources and Support	18
	7.1 Resources	18
	7.2 Competence	21
	7.3 Training courses	21
	7.4 Awareness	22
	7.5 Communication	22
	7.6 Documented information	23

8	Operation	25
	8.1 Operational planning and control	25
	8.2 Requirements for product & services	26
	8.3 Design and development of products and services	27
	8.4 Control of externally provided processes, products, and services	27
	8.5 Production and service provision	28
	8.6 Release of products and services	30
	8.7 Control of non-conforming outputs	30
	8.8 Emergency preparedness and response	30
9	Performance Evaluation	31
	9.1 Monitoring, measurement, analysis, and evaluation	31
	9.2 Internal audit	32
	9.3 Management review	32
10	Improvement	33
	10.1 General	33
	10.2 Nonconformity and corrective action	33
	10.3 Continual improvement	34

1.0 SCOPE

1.1 About the manual

This Manual specifies the requirements for establishing, implementing, monitoring, reviewing, maintaining, and improving a documented Integrated Management System (IMS) comprising Management System Standards for:

- a. ISO 9001:2015 Quality management systems,
- b. ISO 14001:2015 Environmental management systems,
- c. ISO 45001:2018 Occupational health and safety, and
- d. ISO 29001:2020 Petroleum, petrochemical and natural gas industries — Sector-specific quality management systems — Requirements for product and service supply organizations

The adoption of Integrated Management System (IMS) is a strategic decision for Dscaff to improve its overall business performance and provide a sound basis for sustainable development initiatives. Accordingly, the IMS has been established with a focus to address:

- a. Dscaff's ability to consistently provide products and services meeting customer as well as applicable statutory, regulatory, and other requirements;
- b. facilitating opportunities to enhance customer satisfaction and customer focus for quality, employees for occupational health & safety, society for environment, and stakeholders for in the oil & gas industries;
- c. risks and opportunities associated with its business context and objectives; and
- d. ability to demonstrate conformity to specified quality/environment/health & safety/requirements of the oil & gas industries

1.2 About Dscaff

Dscaff comprises a multi-disciplined group of companies which provide a range of services to the Oil & Gas, Infrastructure Construction and Energy Industries throughout South East Asia.

We specialize in offering innovative, efficient bespoke solutions to meet our clients' challenges.

Among the services that Dscaff provide: -

- a. Dry hire of scaffold materials; tubular and modular types
- b. Supply and installation of scaffold materials; tubular and modular types
- c. Supply and installation of formwork and falsework systems
- d. Supply and installation of modular lightweight alloy truss system such as, modular warehouse, pedestrian bridges, access over voids
- e. Supply and installation of grandstand (modular system)
- f. Construction of modular stadium structure
- g. Installation of special shoring systems
- h. Plant maintenance, equipment repairs and plant turnaround services
- i. Engineering projects (mechanical, electrical, and civil work).

Our Vision

- To build a profitable and sustainable company through empowerment, trust, and integrity in the way we interact with each other and our customers.
- To grow and create employment through operational excellence and by value engineering sustainable products.
- To embrace the needs of our customers in an ever-changing world.

Our Mission

Dscaff's operating model places greater emphasis on collaboration and relationship building with existing and new "partners," making it easier for others to get involved and work with us and share expertise and skills.

What Makes Us Special

- Exceptional customer service and attention to detail infuses everything we do.
- We think of ourselves as an extension of the client's team always ready with guidance and support.
- This is not just a slogan, it starts with the way we hire from attitude to aptitude, and then we train for technical skills and customer service.
- Our workplace culture has helped us to retain, motivate and improve our team, allowing our clients to award us more challenging projects.

2.0 NORMATIVE REFERENCE

The following documents, in whole or in part, are normatively referenced in this document.

ISO 9001:2015	Quality management systems — Requirements
ISO 14001:2015	Environmental management systems — Requirements with guidance for use
ISO 45001:2018	Occupational health and safety management systems — Requirements with guidance for use
ISO 29001:2020	Petroleum, petrochemical and natural gas industries — Sector-specific quality management systems — Requirements for product and service supply organizations

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application.

		IMS	ISO 9001:2015	ISO 45001:2018	ISO 14001:2015	ISO 29001:2020
CONTEXT OF THE ORGANIZATION	Understanding the Organization and its context	4.1	4.1	4.1	4.1	4.1
	Understanding the needs and expectations of interested parties	4.2	4.2	4.2	4.2	4.2
	Determining the scope of the Management System	4.3	4.3	4.3	4.3	4.3
	Management Systems & its processes	4.4	4.4	4.4	4.4	4.4
LEADERSHIP	Leadership and commitment	5.1	5.1	5.1	5.1	5.1
	Policy	5.2	5.2	5.2	5.2	5.2
	Organizational roles, responsibilities & authorities	5.3	5.3	5.3	5.3	5.3
	Consultation and participation of workers	5.4	N/A	5.4	N/A	N/A
PLANNING	Actions to address risks and opportunities	6.1	6.1	6.1	6.1	6.1
	Objectives and planning to achieve them	6.2	6.2	6.2	6.2	6.2
	Planning of changes	6.3	6.3	N/A	N/A	6.3
SUPPORT	Resources	7.1	7.1	7.1	7.1	7.1
	Competence	7.2	7.2	7.2	7.2	7.2
	Awareness	7.4	7.3	7.3	7.3	7.3
	Communication	7.5	7.4	7.4	7.4	7.4
	Documented information	7.6	7.5	7.5	7.5	7.5

		IMS	ISO 9001:2015	ISO 45001:2018	ISO 14001:2015	ISO 29001:2020
OPERATION	Operational Planning and Control	8.1	8.1	8.1	8.1	8.1
	Requirements for products and services	8.2	8.2	N/A	N/A	8.2
	Control of externally provided processes, products, and services	8.4	8.4	N/A	N/A	8.4
	Production and service provision	8.5	8.5	N/A	N/A	8.5
	Release of products & services	8.6	8.6	N/A	N/A	8.6
	Control of non-conforming output	8.7	8.7	N/A	N/A	8.7
	Emergency preparedness & response	8.8	N/A	8.2	8.2	N/A
PERFORMANCE EVALUATION	Monitoring, measurement, analysis, and performance evaluation	9.1	9.1	9.1	9.1	9.1
	Internal Audit	9.2	9.2	9.2	9.2	9.2
	Management Review	9.3	9.3	9.3	9.3	9.3
IMPROVEMENT	General	10.1	10.1	10.1	10.1	10.1
	Nonconformity & Corrective Action	10.2	10.2	10.2	10.2	10.2
	Continual improvement	10.3	10.3	10.3	10.3	10.3

3.0 TERMS AND DEFINITIONS

Dry hire	Hiring of materials only.
Falsework	Temporary construction work on which a main work is wholly or partly built and supported until the main work is strong enough to support itself.
Formwork	Temporary or permanent moulds into which concrete or similar materials are poured. In the context of concrete construction, the falsework supports the shuttering moulds.
Hazard	Source, situation, or act with a potential for harm in terms of human injury or ill health, or a combination.
IMS	Integrated management system.
Interested Party	Person or group concerned with or affected by the environmental performance of an organisation.
Internal Audit	Systematic, independent, and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the environmental management system audit criteria set by the organization are fulfilled.
Management Board	Consists of the directors of Dscaff.
Non-Conformity	Non-fulfilment of a requirement.
OH&S	Occupational health & safety.
OHSMS	Occupational health and safety management system.
QHSE	Quality, health, safety, and environment
Shoring	Constructing a temporary structure that would serve as lateral support to an unstable structure
Stakeholder	An individual or group that has an interest in any decision or activity of an organization.

4.0 CONTEXT OF THE ORGANIZATION

4.1 Understanding the organization and its context

Dscuff has determined the external and internal issues that are relevant to the company's purpose and strategic direction and that effect its ability to achieve the intended result(s) are determined and monitored. Dscuff will continuously monitor and reviews the external and internal issues identified in the Register of the Internal & External Issues and during the management review meetings.

Related Documents:	Document No:
Register of Internal & External Issues	IMS/MG/2023/001

4.2 Needs and expectations of interested parties

Dscuff has reviewed and analysed key aspects of itself and its stakeholders to determine the strategic direction of the company. The interested parties are identified as per Appendix 1 - Context of the Organization.

Related Documents:	Document No:
Register of Interested Parties' Needs & Expectation	IMS/MG/2023/001

4.3 Scope of the Integrated Management System (IMS)

The scope of the IMS is supply and erection of scaffolding, formwork, falsework, and shoring systems.

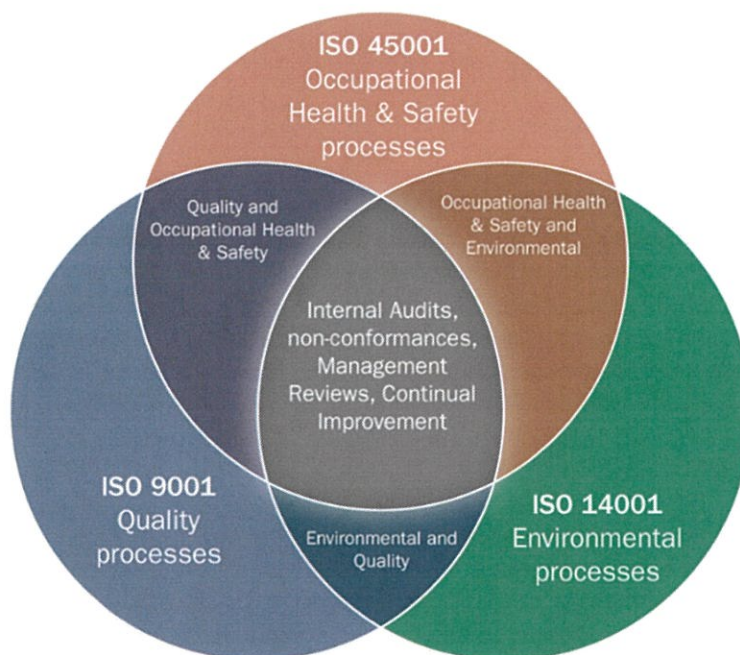
The scope shall cover the following locations:

- i. Dscuff Engineering Sdn Bhd
13A-1, Premier Suite,
Menara 1 MK, Kompleks 1 MK,
No. 1, Jalan Kiara 1, Mont Kiara
50480 Kuala Lumpur
- ii. Sites where Dscuff has been awarded contracts.
- iii. Warehouses and storage yards.

In determining the scope, Dscuff has considered the external and internal issues referred to in 4.1 and the compliance obligations referred to in 4.2.

4.4 Integrated Management System and its processes

Dscuff runs an Integrated Management System (IMS), in which the quality management, environmental protection management and OH&S management are integrated. It regulates the strategic responsibility and the operational practices in these fields of work across the company. The IMS also fulfils, in part or in whole, the requirements of other various international and national standards and regulations.



Dscuff has established, implemented, maintained, and continually improved the QMS, including the process needed and their interactions in accordance with the requirements of the Integrated Management System. The processes needed for the quality management system and their application throughout the Dscuff are identified. The following information is fully addressed:

- the inputs required and the outputs expected from these processes;
- the sequence and interaction of these processes;
- the criteria and methods (including monitoring, measurements, and related performance indicators) needed to ensure the effective operation and control of these processes;
- the resources needed for these processes and ensure their availability;
- the responsibilities and authorities for these processes;
- the risks and opportunities as determined in accordance with the requirements of 6.1;
- evaluate these processes and implement any changes needed to ensure that these processes achieve their intended results;
- improve the processes and the quality management system. All relevant documented information to the extent of effective implementation of the IMS is retained.

Dscuff to the extent necessary:

- maintain documented information to support the operation of its processes; and
- retain documented information to provide assurance that the processes are being carried out as planned.

Related Documents:	Document No:
IMS Overview and Business Interaction Flowchart	IMS/MG/2023/008

5.0 LEADERSHIP

5.1 Leadership and commitment

5.1.1 General

The Management Board takes full responsibility for the effectiveness of the Integrated Management System. It defines the corporate policy and ensures that the requirements of IMS are integrated into the business processes. The requirements of customers, authorities and laws, and the requirements of IMS are conveyed to the whole organization. Additionally, it defines the company objectives, which are broken down in the facilities to the local conditions, and it performs regular management assessments. Thus, it is ensured that the IMS meets its intended results. Moreover, its tasks also include ensuring the availability of the required resources and allocating authorities, responsibilities, and competencies.

5.1.2 Customer focus

Dscuff's success depends on the immediate recognition of the needs and expectations of the customers. Special attention is paid to customer requirements about quality, safety, environmental protection, and deadlines. It is our utmost priority to sustain and intensify the satisfaction of our customers with our services as well as to satisfy the customer needs about consultations and information.

The Management Board demonstrate their leadership and commitment with respect to the QHSE management system by:

- a. Determining the customers and applicable statutory requirements, and understood, and consistently met;
- b. the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;
- c. the focus on enhancing customer satisfaction is maintained;
- d. ensuring that the product and service has minimal effect on the environment; and
- e. ensuring that the product and service has minimal effect on the safety of personnel.

5.2 Policy

5.2.1 Integrated Management Policy

Dscuff maintains an IMS Policy. The IMS Policy addresses the company's commitment to quality, health & safety, and the environment as per the requirements of the standards.

The IMS Policy is reviewed during the Management Review Meeting to ensure that they are appropriate, effective, and suitable. Additional review is carried out whenever there is change in business plan, corporate structure, and changes in the international standards, regulatory or legal requirements.

5.2.2 Communicating the IMS Policy

The policy is communicated within the organization through internal meetings, by displaying them at key locations throughout the workplace, by posting at sites and included in the employee training. Communications to external parties are through tender bids or when requested by the external parties.

An insight about the organizational goals, objectives, targets, and key elements of the management system is shared with new employees as a part of their induction.

Related Documents:	Document No:
IMS Policy	IMS/MG/2024/009

5.3 Organizational roles and responsibility

Roles, responsibilities, and authorities have been defined, documented, and communicated in order to facilitate effective management of quality, OH&S management, and environmental management.

The Management Board has appointed the Senior Project Manager to be the lead person for the development of the IMS. Irrespective of other responsibilities, this role has the following defined roles, responsibilities, and authority:

- a. ensuring that an integrated Management System is established, implemented, and maintained in accordance with the international standard;
- b. reporting to top management on the performance of the Integrated Management System including recommendations for improvement;
- c. act as the secretary of management review meeting and to ensure that recommendations are implemented;
- d. assessment on the adequacy of the system to produce continual performance against objectives and targets
- e. assess the impact of pending and new legislation and policy developments;
- f. ensure that effective channels of communication on QHSE issues are established and maintained both internally and with external interested parties;
- g. ensure that personnel at both management and operational levels are motivated on QHSE issues to attain a consistent approach;
- h. providing information and support to all areas of Dscuff on QHSE; and
- i. acts as lead internal auditor and assess audit reports.

Other roles, responsibilities and authority key personnel include:

Director

Responsibilities include:

- a. the overall direction, sufficiency, and effectiveness of the IMS;
- b. approval and endorsement of the IMS policy; and
- c. ensures that sufficient trained personnel and resources are available to effectively operate the IMS;
- d. ensure all QHSE issues affecting the organisation are communicated to all departmental head and appropriate actions are taken.

HR Manager

Responsibilities include:

- a. coordinating all training requirement, training need analysis;
- b. training plan and preparation of annual training calendar;
- c. check and ensures all training analysis are completed; and
- d. training records are maintained.

Head of Department

Responsibilities include:

- a. to ensure that QHSE issues are integrated into the management of the activities of the service area;
- b. to ensure that all activities of the service area are carried out according to quality requirements, in a safe manner with minimal impact on the environment;
- c. to ensure that all subordinates under him/her are aware of their roles towards ensuring quality of services, ensuring health and safety at the workplace and the protection of the environment;
- d. to ensure adequate resources are available and that staff are trained and competent to deal with all matters pertaining to quality, OH&S, and the environment;
- e. to ensure that all staff are aware of health, safety and environmental legislation and policy developments;
- f. to assess and report on quality, OH&S and environmental performance against objectives and targets, both internally and to all interested parties;
- g. to ensure that the results of reviews are implemented and corrective action is taken;
- h. the identification of the verification requirements, the implementation of procedures, the provision and assignment of adequate resources and competent personnel for verification activities;
- i. receiving and responding to communications (internal and external) from relevant interested parties concerning quality, OH&S matters and environmental effects and management.

Related Documents:	Document No:
Organisational Chart	IMS/MG/2024/010
IMS Committee Organisational Chart	IMS/MG/2024/011

5.4 Consultation and participation of workers

In the field of quality, health & safety and environmental protection, the employees and/or their representatives are genuinely involved in and/or consulted on company processes.

The following can be mentioned by way of example:

- a. work procedure;
- b. Health and Safety Committee;
- c. hazard identification and risk assessment of the workplace;
- d. Tool Box talk;
- e. site safety walkabout;
- f. cross-audits and project site visits; and
- g. company suggestion scheme.

Related Documents:	Document No:
Health & Safety Committee	IMS/OSH/2024/012
Health & Safety Committee Meeting	IMS/OSH/2022/009
Tool Box Record	IMS/OSH/2022/003

6.0 PLANNING

Company management establishes that the planning (conception) of the IMS follows a way:

- all applicable laws, body of regulations, standards, etc., are acknowledged and upheld;
- the requirements of customers, interested parties and of norms can be realized; and
- the goals are reached/can be reached.

The Management Board ensures that all necessary resources (personnel, infrastructure) are available.

For this purpose, suitable planning instruments (steering committee) integrated into the process of the enterprise are employed, which deal with the following topics:

- quality;
- OH&S;
- environmental protection;
- specific needs of the oil & gas industries; and
- integration of the quality, OH&S and environmental management into the IMS.

6.1 Action to address risks and opportunities

6.1.1 General

In planning for the quality management system, Dscuff considers the environmental management system and the OH&S management Dscuff has considered the relevant external and internal issues that affect its ability to achieve the intended results, prevent undesired effects and achieve continual improvement.

In determining the risks and opportunities related to the environmental management system, Dscuff determines the environmental aspects of the company's activities, products, and services that it can control and those that it can influence, and their associated environmental impacts, considering a life cycle perspective.

In determining the risks and opportunities, related to the OH&S, Dscuff has considered the hazards, OH&S risks and other risks, OH&S opportunities, and other opportunities as well as legal requirements and other requirements.

6.1.2 Hazard Identification, Environmental Aspects, Risk Analysis & Risk Control (HIRARC)

Dscuff has established, implemented & maintains a process for hazard identification and environmental impacts that is on-going and proactive. The process considers but not be limited to;

- a. How work is organized & social factors, including workload, work hours, leadership, and the culture in DSCAFF.
- b. Routine and non-routine activities and situations:
 - i. Infrastructure, equipment, materials, substances & physical conditions of the workplace;
 - ii. Service delivery, maintenance & disposal;
 - iii. Human factors;
 - iv. How the work is performed;
- c. past incidents, internal or external including emergencies & their causes;
- d. potential emergency situations;
- e. people, including consideration of those with access to the workplace and their activities, including workers, contractors, visitors, and other persons, those in the vicinity of the workplace who can be affected by the activities of DSCAFF, workers at a location not under the direct control of DSCAFF;
- f. Other issues including consideration of:
 - i. The design of work areas, processes, installations, machinery/equipment, operating procedures & work organization, including their adaptation to the needs and capabilities of the workers involved;
 - ii. Situations occurring in the vicinity of the workplace caused by work: - related activities under the control of DSCAFF
 - iii. Situations not controlled by DSCAFF & occurring in the vicinity of the workplace that can cause work-related injury & ill health to persons in the workplace;
- g. Actual or proposed changes in DSCAFF, its operations, processes, activities & IMS
- h. Changes in knowledge and information about hazards

6.1.3 Assessment of OHS Risks & Other Risks to the OHSMS

Dscaff has established, implemented, and maintained processes to:

- a. Assess OHS risks from the identified hazards considering the effectiveness of existing controls;
- b. Identify and assess the other risks related to the establishment, implementation, operation, and maintenance of the OHSMS. DSCAFF's methodologies and criteria for assessment of OHS risks is defined with respect to scope, nature, and timing to ensure it is proactive rather than reactive and used in a systematic way. These methodologies and criteria are maintained and retained as documented information.

6.1.4 Assessment of OHS Opportunities & Other Opportunities for the OHSMS

DSCAFF has established, implemented, and maintained processes to assess:

- a. OHS opportunities to enhance OHS performance, while considering planned changes to the organization, its policies, processes, or activities and: I. Opportunities to adapt work for DSCAFF & work environment to workers; ii. Opportunities to eliminate hazards and reduce OHS risks.
- b. Other opportunities for improving the OHSMS.

6.1.5 Compliance Obligation/Legal Requirements

Dscaff has established, implemented, and maintains a procedure to: -

- a. Determined and have access to up to date legal & other requirements / compliance obligations that are applicable to DSCAFF's hazards, OHS risks, environmental aspects, OHSMS & IMS;
- b. Determined how these legal and other requirements / compliance obligations apply to DSCAFF and what needs to be communicated;
- c. Take these legal & other requirements / compliance obligations into account when establishing, implementing, maintaining & continually improving its IMS / OHSMS. DSCAFF has maintained documented information of its applicable legal & other requirements / compliance obligations & has ensure that it is updated to reflect any changes.

6.1.6 Planning Action

Dscaff shall plan:

- a. Actions to:
 - i. address its Significant Environmental Aspects / Risk and Opportunities
 - ii. address Compliance Obligations / Legal & Other Requirements.
 - iii. prepare for and respond to emergency situations.
- b. How to:
 - i. integrate and implement the action into the IMS processes and other business processes
 - ii. evaluate the effectiveness of these actions. When planning these actions, DSCAFF considers best practices, technological options, and its financial, operational, and business requirements.

Related Documents:	Document No:
HIRARC	IMS/MG/2023/007
Legal Requirement with Compliance Analysis	IMS/MG/2023/002
Risk Register	IMS/MG/2023/005

6.2 IMS objectives and planning to achieve them

As part of the adoption of the process approach, Dscuff utilises its process objectives as the main management objectives for the IMS.

They include:

- Quality:** Overall product related quality objectives, that are defined in the project specific Quality Plan or in the quality specifications for the supplied products.
- Health & Safety:** Shall be planned and developed through a risk-based approach which includes leading and lagging objectives.
- Environmental:** Shall be set from any significant aspect/impact that the organization considers that will influence the environment at the office and work sites.

The process objectives have been developed in consideration that they:

- be consistent with the Quality Policy, the OS&H Policy, and the Environmental Policy;
- be measurable;
- Consider applicable requirements;
- be relevant to conformity of products and services and to the enhancement of customer satisfaction;
- be monitored;
- be communicated;
- be updated as appropriate;
- meet the expectations of the customers, employees and interested parties;
- conform to the process, project, and service delivery performances;
- comply with legal and regulatory requirements;
- consider environment aspects and impacts; and
- hazard identification and risk assessment.

Process objectives are defined in the minutes of management review per section 9.3 below. The planning of the quality, OH&S and environmental objectives are defined in section 4.4 above.

Dscuff has identified all the necessary activities which are essential to achieve the overall objectives. Objectives are reviewed during the management review meetings and accordingly adjustments are made to it for continual improvement.

Related Documents:	Document No:
IMS Objectives	IMS/MG/2023/003

6.2.1 Planning to achieve IMS objectives

When planning how to achieve its IMS objectives, Dscuff has determined:

- what will be done;
- how to determine the methods;

- c. what resources will be required;
- d. who will be responsible;
- e. when it will be completed;
- f. how the results will be evaluated
- g. how the actions to achieve these objectives are integrated into Dscuff's business processes

6.3 Planning of changes

When there is need for changes to the management systems, the changes shall be carried out in a planned manner considering following considerations:

- a. the purpose of the changes and their potential consequences;
- b. the integrity of the management systems;
- c. the availability of the resources; and
- d. the allocations and the relocations of responsibilities and authorities.

7.0 RESOURCES AND SUPPORT

7.1 Resources

7.1.1 General

Provision of resources

The management provides the necessary resources for the realization of the IMS's determined goals, functions, and measures.

Notable particulars are:

- a. continuous and focused investigations about customer requirements and satisfaction;
- b. market, customer, and product-oriented sales and divisional structure;
- c. the necessary organization of the company (incl. definition of authority, responsibility, and tasks);
- d. licenses, approvals, qualifications (of products, processes, facilities);
- e. measures and projects for the improvement of environmental protection and OH&S improvement of facilities;
- f. procurement of necessary equipment, products, instruments, etc.;
- g. internal and external communication;
- h. a "system" of work groups, reports, data collection and analysis;
- i. internal and external audits; and
- j. corrective and preventive measures.

7.1.2 People

Skilled employees are a necessary condition for the success of our enterprise. The foundation for this is created by consistent qualification of all employees and executives. The requirements for the individual persons are defined in job charts or job specifications as well as in relevant regulations. The individual qualification is documented in the personnel files and in the concerned areas. With this as a base, any specific needs, or requirements (targets) and the facts (actuality) are aligned.

Roles, responsibilities, and authorities have been defined, documented, and communicated in order to facilitate effective quality, health, safety, and environmental management (see Section 5.3).

7.1.3 Infrastructure

The requirements for the infrastructure are defined by the objectives of the company. Of notable mention are:

- a. storage facilities and installations
- b. media supply (electricity, water, gases)
- c. transport and logistic system
- d. hard- and software
- e. internet, intranet, and telephones
- f. buildings, warehouses, open areas

7.1.4 Environment for the operation of processes

The process environment is understood as a combination between people and environment-related conditions. The required measures, for the realization and maintaining of compliant product characteristics, are for example:

- a. approved, authorized, and released products, processes, facilities, equipment
- b. ergonomic, clean, and hygienic working conditions
- c. purpose-appropriated rooms and storage spaces
- d. measures for human, machine, and product protection, for example: -
 - protection from fire, water, weather
 - emergency preparedness
 - maintenance of transport
 - warehouse installations for products, raw materials, etc.
 - water cycle management, recycling of materials
 - appropriate lighting, energy efficient facilities

Regular monitoring occurs through, for example:

- a. authorities such as, local council;
- b. internally through inspection (reviewing, on-site inspections), servicing and maintenance.

Related Documents:	Document No:
Emergency Response Plan	IMS/OSH/2024/013

7.1.5 Monitoring and measuring resources

All necessary monitoring and measuring devices are chosen for their specific usage (acceptance criteria) and are regularly tested according to the stated instructions.

With respect to testing equipment, marking, identity, adequate measurement accuracy (usage and acceptance criteria), handling, protection, and storage (ambient conditions) and protection from maladjustment are guaranteed at any time.

The controlling regulations conform to the official requirements and/or internal agreements that arise from conforming to official regulations and in dependence of the frequency of use.

Regulations govern the procedures and the cycle of calibration and, if applicable, the official testing of individual measuring and testing equipment, as well as the equipment labelling and responsibilities.

Calibration of measurement and testing installations is carried out according to the valid regulations and under application of national and international standards. Thus, the metrological traceability is ensured. Those responsible for measuring and testing equipment conduct records of the results from internal and/or official calibrations. Measuring and testing equipment on which a deficiency has been determined are excluded from further use and only reinstated for use when they have returned to an orderly condition and tested once again. Products with measurement results from the time before the misalignment was determined undergo a specific retesting.

7.1.6 Organisational knowledge

The knowledge of an enterprise is the foundation for a successful existence in the market. Due to Dscaff's long business activity, the knowledge required to be able to carry out the processes and to ensure the conformity of the products is available. For the transfer of this knowledge, traditional instruction, and further training measures as well as modern measures concerning knowledge transfer from one employee to another are applied. The latter as well as the permanent documentation of the knowledge of the enterprise in data bases, regulations and reports serves the purpose of preserving knowledge.

For the design of Dscaff's products, the focus lies paradigmatically on the already existent (implicit and explicit) knowledge, which is generated from internal and external sources of knowledge. This knowledge flows into quality planning, quality control and quality optimization.

Internal sources of knowledge

A documentation system supports the scaffold designers by providing knowledge on technical research gained from projects, on comparable customer requirements and on values concerning design, processes, and results. This knowledge is used by the sales and project teams for forecasting potential projects. New knowledge gained from projects is collated, and categorised in so-called "lessons learned", action then assigned and the action checked for its effectiveness, thus, supports the process of continuous improvement.

External sources of knowledge

Dscaff has been actively involved in technical and standards committees of scaffolding and formwork organized by the Construction Industry Development Board (CIDB). As a matter of course, the regularly attended expert conferences serve the technical exchange of knowledge and the formation of networks for the creation of new alliances with research institutions and partner enterprises.

Transfer of knowledge

Against the background of the demographic development and the necessary flexibility of the enterprise, many employees have been qualified for the supervision of the knowledge transfer in personnel succession situations. The documentation of operational processes also serves the more focused working-in of employees.

Supervision of knowledge transfer

In a structured interview the experiences and the knowledge of the knowledge provider are transferred to the knowledge receiver as job maps and implementation plans are compiled. Also, the implementation of the knowledge transfer is discussed through defined milestones.

7.2 Competence

Dscuff ensures that any person(s) performing tasks affecting the quality of product and OH&S performance are competent based on appropriate education, through recruitment, client assessment and approval when assigned to a project site, site performance observation and client feedback. QSHE training is provided at commencement of each project and for new hires. The documented procedure in the QSHE plans defines these activities in detail. The duration, level and detail of training depend on the individual's duties and responsibilities. Generally, the greater the responsibility the longer and more detail included in the training. Project/Service Managers, together with the Senior Project Manager are responsible for identifying training needs and for ensuring appropriate training is provided.

Related Documents:	Document No:
Training Plan	IMS/HR/2022/002
Training Needs Analysis	IMS/HR/2024/011
Training Record/Attendance	IMS/HR/2023/010
Training Effectiveness Evaluation	IMS/HR/2022/004

7.3 Training courses

The basic steps are:

- determination of needed skills
- determination of the delta "nominal/actual"
- determination of needed training
- training planning/qualification measures
- completion of training course
- documentation of training measures
- evaluation of effectiveness

Job profiles are created for key positions and the resulting requirements are compared to the qualification of the employee. With a detected need for training courses, training will be planned, organized, and completed with the involvement of the HR department and the relevant departments. The training courses are documented and evaluated. The evaluation of the effectiveness of training measures is divided into three areas:

- a. Regulated areas:
On-the-job training and training courses are completed through testing and evaluations (e.g., professional job training, training courses for scaffold supervisors and scaffold inspectors).
- b. Internal training courses:
Comprehension test of the training course (oral discussion/comprehension question about course).
- c. Observations by the supervisor:
After attending an internal or external further training, the participant will receive a form concerning the verification of the efficiency, which the personnel will complete together with her/his supervisor. Through this it becomes apparent if the undertaken training/qualification measures have met the desired effectiveness. If this is not the case, a need for further training is determined and planned.

7.4 Awareness

Through regular information of the employees via various channels and media, it is ensured that they are familiar with the policy and objectives of the enterprise and that they are aware of their contribution to the improvement of the IMS.

Programs for continual improvement promote the idea of quality and demand active cooperation in the improvement of performance.

For the improvement of the awareness of occupational safety and of environmental protection, special tools and programmes are implemented. Among these programmes are for example dialogues with employees and regular instructions (toolbox meetings).

7.5 Communication

7.5.2 Internal communication

The inclusion of all company employees through regular information and communication is an important component of the management system. Herein included is the exchange of information between managers, employees, work groups and specialist departments. The following instruments are used for internal communication:

- a. information for executives and employees;
- b. through intranet, posters, or billboards;
- c. general meetings, presentations, etc.;
- d. trainings, qualifications, consultations;
- e. internal handing-over of external information (for example information about legal changes);
- f. in the spirit of continual improvement, employees are called upon to communicate their ideas; and
- g. feedback talks (4-eyes talk between superior and employee).

7.5.3 External communication

Dscuff may communicate externally about any significant aspects relating to quality, health, safety, and the environment and will then document its decision.

The Director is provided copies of all written communications from external interested parties relating to the IMS and related matters and responds to these as appropriate.

All correspondence from regulatory authorities relating to suspected environmental offences will be prioritised for urgent action. In all cases the Managing Director will be informed immediately and appropriate action will be taken as soon as practicable.

Records of correspondence with regulatory authorities relating to the IMS and related matters are retained for a minimum period of 7 (seven) years.

Details of any received complaints are dealt with at source and others are escalated up to the Senior Project Manager, as appropriate. The complainant will be informed that his/her complaint is being investigated and that further information will be provided as appropriate when the investigation is complete.

Once the validity of the complaint has been verified appropriate Corrective Action and/or Preventive Action will be implemented as soon as practicable.

All IMS complaints are monitored across Dscuff. The MR is responsible for recording all complaints in the Corrective Action Request (CAR) Log.

7.6 Documented information

7.6.1 General

The documented information required by the norm and necessary for the effectiveness of the IMS is compiled, updated, and controlled. Documented information of the IMS is compiled and controlled in the "Google Drive Stream," an electronic document management system. Customer and order-related documented information, such as customer enquiry, offer, specifications are administrated by the Sales Department.

7.6.2 Creating and updating

When creating and updating documented information, Dscuff shall ensure appropriate:

- a. review and approval of documents for adequacy prior to initial release;
- b. periodic review, update and re-approval of existing documents as required;
- c. clear document identification, format, revision indication, and current revision status.

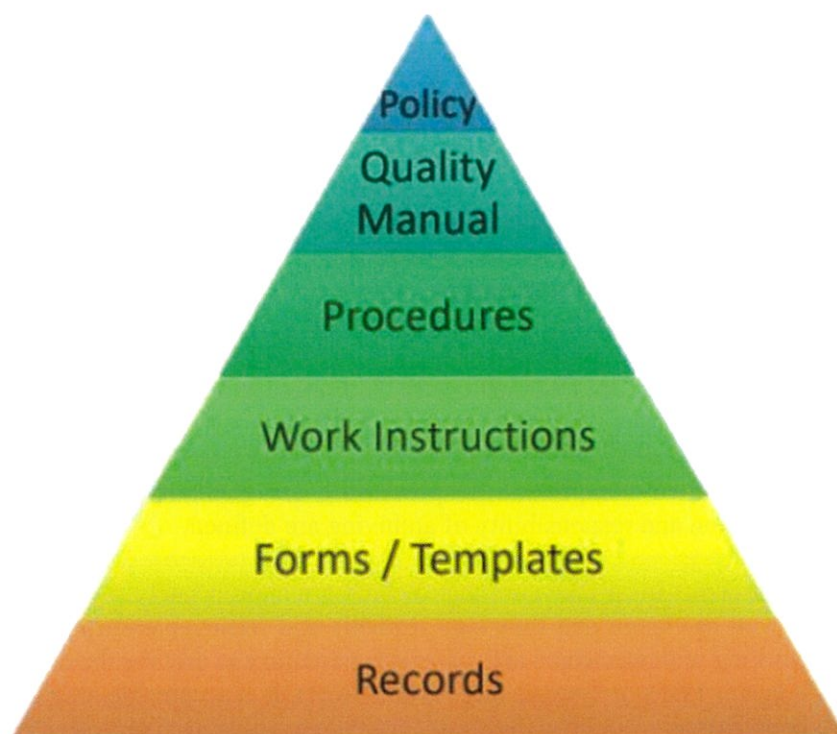


Figure 1: Documentation Hierarchy Model

7.6.3 Control of documented information

Documents required by the IMS and by the International Standard are controlled by Dscaff. Dscaff has established, implemented, and maintain a procedure to:

- a. approve documents for adequacy prior to issue;
- b. review and update as necessary and re-approve documents;
- c. ensure that changes and the current revision status of documents are identified;
- d. ensure that relevant versions of applicable documents are available at points of use;
- e. ensure that documents remain legible and readily identifiable;
- f. ensure that documents of external origin determined by Dscaff to be necessary for the planning and operation of the IMS are identified and their distribution controlled;
- g. prevent the unintended use of obsolete documents and apply suitable identification to them if they are retained for any purpose.

Related Documents:	Document No:
Master list of records	IMS/DC/2023/005
Master list of documents	IMS/DC/2023/002
Distribution List	IMS/DC/2023/003
Document Change Request	IMS/DC/2023/001

7.6.4 Filing, storage and maintenance

Documented information which constitutes proof concerning the fulfilment of requirements as well as the effective mode of operation of the IMS is archived. The scope of archiving should be suitable to:

- a. prove the quality and the general obligation to exercise diligence for possible product liability cases;
- b. prove the compliance with requirements as well as other regulations;
- c. prove the compliance with contractual obligations;
- d. enforce own warranty/guarantee claims;
- e. reflect the running maintenance of capital goods and buildings;
- f. show and prove the requirements and effectiveness of the IMS for the achievement of the targets of quality, environment, occupational health, and safety objectives.

The areas charged with their compilation or processing are generally responsible for archiving. Duration, medium, location and responsibility of archiving are defined.

The responsible departments must take care that records are appropriately stored and protected from loss or damage, as well as ensure that they stay readable and retrievable during the entire length of archiving. When working with electronic archiving it is necessary to archive the data in an appropriate form (e.g., picture data or PDF) or systems (e.g., SAP, CRM). It is acceptable only if no other external requirements are in existence.

The securing of data preservation is the task of the IT department, which prevents data loss through redundant systems and regular data securing.

8.0 Operation

8.1 Operational planning and control

Dscuff plans, implements, and controls the processes needed to meet the requirements for the provision of its products and services.

Dscuff has put in place many systems to control the quality and the operational efficacy and efficiency of its processes. Some examples are the performance and risks management systems, the product quality checks performed before and after they are issued, the internal audits across the whole organisation, the surveys to internal and external stakeholders, etc.

Regarding the external contractors, Dscuff has implemented a comprehensive External Resources Management Systems which supports and promotes an optimal use of external resources providing valuable input for Dscuff's sourcing decision-making processes.

In addition, Dscuff biggest assets are information and knowledge and it has therefore implemented a knowledge repository, where all documentation and knowledge related to projects and activities are captured, managed, and shared. The knowledge repository is therefore an important element to mitigate the risk of dependence of knowledge from specific individuals (either internal staff or services provided by external parties) to the smooth functioning of Dscuff activities.

8.1.1 Process Control

Dscuff has established, implemented, and maintain a process for the elimination of hazards and reduction of risks using the following hierarchy of controls:

- a. Eliminate the hazards
- b. Substitute with less hazardous processes, operations, materials, or equipment
- c. Use engineering control and reorganization of work
- d. Use administrative controls, including training
- e. Use adequate personal protective equipment

8.1.2 Management of Change

Dscuff has established processes for the implementation and control of planned temporary and permanent changes that impact OHS performance, including:

- a. Workplace locations and surroundings;
- b. Work organization;
- c. Working conditions;
- d. Equipment;
- e. Work force

8.1.3 Procurement

Dscuff has established, implemented, and maintain processes to control the procurement of product and services in order to ensure their conformity to its OHS management system.

8.1.3.1 Contractor/Vendors/Consultant

Dscuff has coordinated their procurement processes with its contractor, in order to identify hazards and to assess and control the OHS risks from arising:

- a. The contractors' activities and operations that impact the organization
- b. The organization's activities and operations that impact the contractors' workers
- c. The contractors' activities ad operations that impact other interested parties in the workplace.

8.1.3.2 Outsourcing

Dscuff has ensured that the outsourced functions and processes are controlled. Dscuff also has ensure its outsourcing arrangement are consistent with legal requirements and other requirements and with achieving the intended outcomes of the OHS management system. The type and degree of control to be applied to these functions and processes shall be defined within the OHS management system.

8.2 Requirement for products and services

8.2.1 Customer communication

Dscuff has created a process for handling enquiries relating to products and services.

8.2.2 Determining the requirement for products and services

- a. Dscuff ensures that the requirements for the products and services are clearly defined, including:
 - i. any applicable statutory and regulatory requirements;
 - ii. health, safety, and environmental protection requirements;
 - iii. any requirements that are considered necessary;
- b. Dscuff can meet the claims for the products and services offered.

8.2.3 Review of the requirements for products and services

- a. Dscuff ensures that all requirements are reviewed to ensure that the requirements can be met before committing to supply the products and services. In addition, all orders and contracts are checked to ensure that they do not differ from those previously expressed.
- b. Documented information of the reviews including any new requirements for the products and services shall be retained.

8.2.4 Changes to requirements for products and services

When there are changes Dscuff shall ensure that all relevant documented information is amended, and that relevant persons are made aware of the changed requirements.

8.3 Design and development for products and services

Not applicable

8.4 Control of externally provided processes, products, and services

8.4.1 General

Dscuff ensures that externally provided processes, products and services confirm to the requirements.

Dscuff determines the controls to be applied to externally provided processes products and services when:

- a. products and services from external providers are intended for incorporation into Dscuff's own products and services;
- b. products and services are provided directly to the customer(s) by external providers on behalf of Dscuff; and
- c. a process, or part of a process, is provided by an external provider.

Dscuff has put in place processes to evaluate, select, monitor the performance, and re-evaluate the external providers. All related documents are retained.

8.4.2 Type and extent of control

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

Dscuff ensures that:

- a. externally provided processes remain within the control of its management systems;
- b. controls that it intends to apply to an external provider and those it intends to the resulting output are defined;
- c. consideration on:
 - i. the potential impact of the externally provided processes, products, and services on Dscuff's ability to consistently meet customer and applicable statutory and regulatory requirements;
 - ii. the effectiveness of the controls applied by the external provider;
- d. the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.

8.4.3 Information for external providers

Dscuff shall ensure that requirements are adequate prior to their communications to the external provider. Dscuff shall communicate to external providers its requirements for:

- a. the processes, products, and services to be provided;
- b. the approval of:
 - i. products and services
 - ii. methods, process, and equipment;
 - iii. the release of products and services;
- c. competence, including any required qualifications of persons;
- d. the external providers' interaction with Dscuff;
- e. control and monitoring of the external providers' performance to be applied by Dscuff; and
- f. verification or validation activities that Dscuff, or its customer, intends to perform at the external providers' premises.

8.5 Production and service provision

8.5.1 Control of production and service provision

Dscuff shall implement production and service provision under controlled conditions.

The controlled conditions include, as applicable:

- a. the availability of documented information that defines:
 - i. the characteristics of the products to be produced, the services to be provided, or the activities to be performed;
 - ii. the results to be achieved;
- b. the availability and use of suitable monitoring and measuring resources;

- c. the implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services have been met;
- d. the use of suitable infrastructure and environment for the operation of processes;
- e. the appointment of competent person, including any required qualification;
- f. the validation and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;
- g. the implementation of actions to prevent human error; and
- h. the implementation of release, delivery, and post-delivery activities.

8.5.2 Identification and traceability

Dscuff has in place process for identification and traceability of products and services. The associated documents are retained.

8.5.3 Property belonging to customers and external providers

Dscuff exercises care with property belonging to customers or external providers while it is under the control of and/or being used by Dscuff.

Dscuff identifies, verifies, protects and safeguard customers' or external providers' property provided for use or incorporation into the products and services.

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

8.5.4 Preservation

Dscuff preserves the output during production and service provision, to the extent necessary to ensure conformity to requirements.

8.5.5 Post-delivery activities

Dscuff shall ensure that the requirements for post-delivery activities associated with the products and services.

In determining the extent of the post-delivery activities that are required, Dscuff considers:

- a. statutory and regulatory requirements;
- b. the potential undesired consequences associated with its products and services;
- c. the nature, use and intended lifetime of its products and services;
- d. customer requirements; and
- e. customer feedback.

8.5.6 Control of changes

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

Documented information describing the results of the review of changes are, the person(s) authorizing the change, and any necessary actions arising from the review are retained.

8.6 Release of products and services

Dscuff implement planned arrangements, at appropriate stages, to verify that the products and services requirements have been met.

The release of products and 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.

Documented information on the release of products and services are retained. The documented information includes:

- a. evidence of conformity with the acceptance criteria;
- b. traceability to the person(s) authorizing the release.

8.7 Control of non-conforming outputs

Dscuff ensures that any installation activity, product, and other process output that do not conform to their requirements are identified and controlled to prevent their unintended use and delivery.

8.8 Emergency preparedness and response

Dscuff has established, implemented, and maintains a procedure to identify potential emergency situations and potential accidents that can have an impact on the health, safety, and environment and how it will respond to them.

Dscuff will take all necessary action to eliminate or prevent all actual emergency situations and non-conformity. This has been addressed by the implementation of the preventative action procedure. In the unlikely event of an emergency Dscuff will respond to all actual emergency situations and accidents and will prevent or mitigate associated adverse health, safety, and environmental impacts.

Dscuff will periodically review and where necessary revise the emergency preparedness and response procedures after the occurrence of accidents or emergency situations.

Dscuff will periodically test such procedures where practicable.

9.0 PERFORMANCE EVALUATION

9.1 Monitoring, measurement, analysis, and evaluation

9.1.1 General

Dscuff has determined which aspects of its integrated management system must be monitored and measured, as well as the methods to utilize and records to maintain.

Monitoring and measurement of the processes ensure that the management and the QHSE team evaluates the performance and effectiveness of the integrated management system itself.

All major HSE incidents or lost time injuries undergo an investigation to identify the root cause of the incident.

From relevant records, statistical data is produced that is used for the monitoring of the HSE objectives, targets and control measures, and the effectiveness of corresponding corrective and preventive actions.

9.1.2 Customer satisfaction

Dscuff has established, implemented, and maintains a procedure for periodically evaluating customer satisfaction. Records of the results of this periodic evaluation are maintained.

9.1.3 Analysis and evaluation

Dscuff analyses and evaluates appropriate data and information arising from monitoring and measurement.

The results of the analysis are used to evaluate:

- a. conformity of products and services;
- b. the degree of customer satisfaction;
- c. the performance and effectiveness of the management systems;
- d. the effectiveness of planning process;
- e. the effectiveness of actions to address risks and opportunities;
- f. the performance of external providers;

9.2 Internal audit

9.2.1 General

Dscaff plans and conducts internal audits at planned intervals to determine whether the IMS system conforms to contractual and regulatory requirements of ISO 9001, ISO 14001, ISO 29001, and ISO 45001, and to management system requirements. The audits also determine whether the IMS has been properly implemented and maintained.

The results of these audits provide the basis of the reports to senior management. Trends determined from analysis of corrective action requests, non-conformance reports and similar indicators of system performance are also used to maintain and develop the system.

9.2.2 Internal audit programme

The audit programme is planned, established, implemented, and maintained by the MR and takes into consideration:

- a. the quality, health, safety, and environmental importance of the operations concerned;
- b. the results of previous audits; and
- c. the risk associated with threats and opportunities.

The programme is delivered in accordance with the Internal Audit Procedure.

Related Documents:	Document No:
Internal Audit Plan	IMS/AUD/2022/001
Internal Audit Schedule	IMS/AUD/2023/004
Internal Audit Checklist/ Notes	IMS/AUD/2022/002
Internal Audit Report	IMS/AUD/2022/003

9.3 Management review

Top management, the MR, and appropriate staff, review the IMS at intervals of at least once a year to ensure its continuing suitability, adequacy, and effectiveness. The review shall include assessing opportunities for improvement and the need for changes to the system and to verify that the IMS policy and the objectives and targets are being satisfied.

The meeting is arranged and chaired by the Managing Director or Executive Director. Attendees shall be Top Management and the Senior Project Manager. Other personnel may attend where necessary to provide relevant input at the discretion and invitation of the Senior Project Manager.

Agenda for the management review shall include, but are not limited to:

- a. changes in significant environmental aspects;
- b. risks associated with threats and opportunities;
- c. results of internal audits and evaluations of compliance with legal and other requirements;
- d. communication from external interested parties and complaints;
- e. quality performance;
- f. OH&S performance;
- g. environmental performance;

- h. the extent to which objectives and targets have been met;
- i. status of corrective and preventative actions;
- j. follow-up actions from previous management reviews;
- k. changing circumstances, including developments in legal and other requirements related to the health, safety, and environmental aspects;
- l. recommendations for improvement to the IMS; and
- m. adequacy of resources required the effective maintenance of the IMS.

Management Review input items are discussed and used to assess the overall effectiveness of the IMS. Where inadequate progress toward objectives or goals in the IMS is found, project plans or corrective actions are initiated to assure the situation remains visible for management. Management review outputs include any decisions and actions related to:

- a. improvement of the IMS, and its processes;
- b. improvement of product related to customer requirements; and
- c. resource needs.

The Senior Project Manager is responsible for minutes, including observations, conclusions and recommendations issued as a result of such review. Minutes of the meeting are approved by the attendees and retained as a quality record with all agreed actions monitored and results recorded and maintained.

Related Documents:	Document No:
Management Review Minutes	IMS/MG/2023/004

10.0 IMPROVEMENT

10.1 General

Dscuff has established and maintains records as necessary to demonstrate conformity to the requirements of the IMS and of the International Standard.

Dscuff has established, implemented, and maintains a procedure for the identification, storage, protection, retrieval, retention, and disposal of records, to ensure that all records remain legible, identifiable, and traceable.

Records may be in any form or type of medium suitable for the needs of the company including computer data. Back-ups are made for all Dscuff databases.

10.2 Non-conformity and corrective action

Dscuff has established and implemented a procedure for actual and potential non-conformity and for taking corrective action. The procedure defines requirements for the following:

- a. Identifying and correcting non-conformity and taking action to mitigate their impact.
- b. Recording the nature of non-conformity.

- c. Investigating non-conformity, determining their cause, and taking actions in order to avoid their recurrence. If non-conformity does exist Dscuff will determine whether other similar non-conformities exist or could potentially happen within the scope of the IMS.
- d. Evaluating the need for action to prevent non-conformity and implementing appropriate actions designed to avoid their occurrence.
- e. Record the results of corrective actions and other actions taken.
- f. Reviewing the effectiveness of corrective actions and other actions taken.

Dscuff will ensure that any action taken shall be appropriate to the magnitude of the problems and the impacts encountered. Dscuff will also ensure that any necessary changes are made to the IMS documentation.

A corrective action is that action taken to eliminate the cause of a detected non-conformity or other undesirable situation. Corrective actions are identified by the following:

- a. internal audits (1st party audits);
- b. external audits (3rd party audits);
- c. corrective action request;
- d. customer complaints;
- e. quality deficiency, health, safety, and environmental incident or near miss.

Dscuff also determines actions required to prevent or eliminate the cause of a potential non-conformity or other undesirable potential situation.

10.3 Continual improvement

The continual improvement process begins with the establishment of our IMS policy and objectives for improvement, based on objectives contained in our business plan and customer targets and goals.

Customer satisfaction, internal audit data, process and product performance data, and the cost of poor quality or risk control are then compared against objectives or KPIs to identify additional opportunities for improvement.

The overall effectiveness of continual improvement program, including corrective actions taken, as well as the overall progress towards achieving IMS improvement objectives, is assessed through the management review process.

Related Documents:	Document No:
Corrective Action Request Form	IMS/AUD/2023/005

-End of documents-