QUALITY, HEALTH, SAFETY AND ENVIRONMENT MANAGEMENT SYSTEM MANUAL
ISO9001:2015, ISO14001:2015 & ISO45001:2018

Issued   Feb 2023

Written By

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Reviewed By

Management Representative

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Approved By

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CONTENTS

Amendment Sheet

REV. #	DATE	Para # / Figure	Heading	Addition (A) ~~Deletion~~ (D)	Amendment Text
00	27.09.2012			As per document change request No. DES-QMS-120927	Combine the QMS document to describe all the areas & offices involved.
01	30.01.2017	Re issue the document		Migrating to 2015 standards.	Document modified and numbered as **DES-MR-IMP-PR-01**
02	18.01.2020	Re- Issue		----	Revised and Re Issued the document with new number
03	30.01.2023	Re- Issue		----	Re-Certification Audit comments incorporated.

1. Company Profile

Besides our engineering services, we also provide technical supervision for installation of instrumentation systems.

1.1 Introduction of the Company

DESCON, motto is to provide tailor made solutions for complete Instrumentation and control systems.

With our technology leadership, application knowledge and local expertise, we offer products, systems, solutions and services that allow our customers to improve and optimise their operations.

DESCON sources the best products worldwide and as we are confident with our choices warranties come as standard so our customers can be assured of the quality.

For commercial applications DESCON can invoke any portion of the Quality Assurance (QA) program to suit customer requirements. The quality assurance program covers all with the system engineering, assembly, testing, shipping, and documentation. The engineering plan defines the procedures and methods to be employed in the design phase and specifying tests to assure that the design meets the customer specifications and other design criteria. Engineering and equipment involved in the system design is submitted to the customer for approval and/or comment. The commissioning program defines the methods and procedures to be employed for commissioning the system with all the test reports made during the process. Following completion of the system integration DESCON performs a complete system test before handing it over to the customer.

1.2 Prime Activities

Filed Service

Pre-Sales Service: we work together with customer to identify the right product for his applications

- Testing & commissioning
- Calibration / field verifications
- Annual / Maintenance Contracts
- Project Support (on-site supervision for installation, detailed engineering)
- Operation including consumables
- Tailor made engineering solution

DESCON TECHNOLOGY LLC is an approved manufacturer in ADWEA group of companies and Abu Dhabi Sewerages Services Company (ADSSC) for control panel integration (Non OEM). The assembly is performed in the state-of-the-art facility in Dubai

Our solutions for instrumentation and automation are mostly used in every industry, at present in dynamic sectors / industry segments in the country as follows.

- Potable Water / Waste Water, District Cooling
- Oil & Gas
- Refineries
- Power & Energy
- Petrochemical / Chemical
- Pumping stations (Water / Waste Water / STP plants / Desalination).

1.3 Company Addresses

DESCON AUTOMATION CONTROL SYSTEM LLC

Warehouse 1 and 2, 247/366, Al Qusais Industrial Area 4, Al Qusais, Dubai, United Arab Emirates

DESCON AUTOMATION CONTROL SYSTEM

Muroor Road, Al Nahyan E19-2 (Plot No. C116), Mezzanine Floor M2, Ahmed Almazrouie Group Building, Abu Dhabi, United Arab Emirates

DESCON TECHNOLOGY LLC

Warehouse 3, 247/366, Al Qusais Industrial Area 4, Al Qusais, Dubai, United Arab Emirates

Assembly and System Integration Centre| Tel: +97142676766

Abu Dhabi Office | Tel: +971 2 5519445 | Fax: +971 2 5519446

Email: info@desconllc.com Website: www.desconllc.com

Mission & Vision

Our Mission

Our mission is to provide the best services in Trading, Assembly, Installation, Commissioning, after Sales Service, Integration of Process Instruments via Control Systems and SCADA to our customers. At the same time we put our efforts to expand our sourcing points by creating strategic alliances with our key external providers to best create value for our clients. We want to generate value for all our stakeholders by making the most optimal use of all available resources and opportunities in an ethical, lawful and efficient manner.

Our mission further extends into our external environment, and our commitment to working together with our business partners, community organizations and interested stakeholders to improve our environmental quality and progress towards a clean and safer place to live and work for our future generations.

In order to achieve high growth and success for our various business concerns, DESCON AUTOMATION has combined specialized synergies and resources to become a most preferred partner in our client network.

Our Vision

To actively pursue long lasting relationships by partnering with our customers providing quality service built upon integrity, honesty, and professionalism and stand committed in meeting our employees and customers needs by exceeding their expectations.

2.   About the QHSEMS Manual

The Integrated Management System (QHSEMS) presented within this manual and its supporting procedures reflect DESCON strategic decision to adopt a process approach throughout our organization, in order to ensure compliance with customer requirements and to enhance customer satisfaction.

This approach considers the application of a system of processes throughout our organization, as well as the identification and interaction of these processes, and their management. This management system is consistent with the requirements specified by ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018, as it applies to the products and services provided by our organization.

The procedures, policies and practices presented herein are applicable throughout all areas and levels of the organization. All personnel under the control of DESCON are responsible for ensuring the QHSEMS of their work and for operating in conformance with the requirements of this QHSEMS Manual

3.   Terms & Definitions

DESCON adopts the following terms and definitions within its QHSE management system

Interested party (preferred term)/ stakeholder (admitted term)-

Person or organization that can affect, be affected by, or perceive themselves to be affected by a decision or activity

Requirement-

Need or expectation that is stated, generally implied or obligatory

Management System

Set of interrelated or interacting elements of an organization to establish policies and objectives and processes to achieve those objectives

Top Management

Person or group of people who directs and controls an organization at the highest level

Effectiveness

Extent to which planned activities are realized and planned results achieved

Policy

Intentions and direction of an organization as formally expressed by its top management

<u>Competence</u>

Ability to apply knowledge and skills to achieve intended results

<u>Documented Information</u>

Information required be controlling and maintaining by an organization and the medium on which it is contained

<u>Process</u>

Set of interrelated or interacting activities which transforms inputs into outputs

<u>Outsource (verb)-</u>

make an arrangement where an external organization performs part of an organization's function or process

<u>Monitoring</u>

Determining the status of a system, a process or an activity

<u>Measurement-</u>

Process to determine a value

<u>Conformity-</u>

Fulfillment of a requirement

<u>Nonconformity-</u>

Non-fulfillment of a requirement

<u>Corrective Action-</u>

Action to eliminate the cause of nonconformity and to prevent recurrence

<u>Accident</u>

Undesired event giving rise to death, ill health, injury, damage or other loss

<u>ALARP</u>

Means to reduce a risk to a level which is 'as low as reasonably practicable' and involves balancing reduction in risk against the time, trouble, difficulty and cost of achieving it, this level represents the point, objectively assessed, at which the time, trouble, difficulty and cost of further reduction measures become unreasonably disproportionate to the additional risk reduction obtained.

<u>Audit</u>

Systematic examination to determine whether activities and related results conform to planned arrangements and whether these arrangements are implemented effectively and are suitable for achieving the origination's policy and objectives

<u>Continual improvement</u>

Process of enhancing the OH&S management system, to achieve improvements in overall occupational health and safety performances, in line with the organizations OH&S policy and objectives

Hazard Source or situation with a potential for harm in terms of injury or ill health, damage to property, damage to the workplace environment, or a combination of these.

<u>Hazard Identification</u>

Process of recognizing that hazard (see 3.4) exists and defining its characteristics.

<u>Incident</u>

Event that gave rise to an accident or had the potential to lead to an accident (Note: An accident where no ill health, injury, damage, or other loss occurs is referred to as "near-miss". The term "incident" includes "near-misses."

Non-conformance

Any deviation from work standards, practices, procedures, regulations, management system performance etc. that could either directly or indirectly lead to injury or illness, property damage, damage to the workplace environment, or a combination of these

Objectives

Goals, in terms of OH&S performance, that an organization sets itself to achieve

Occupational Health & Safety

Conditions and factors that affect the well-being of employees, temporary workers, contractor personnel, visitors and any other person in the workplace

Risk Assessment

Overall process of estimating the magnitude of risk and deciding whether or not the risk is to tolerable

Safety

Freedom from unacceptable risk of harm

Tolerable risk

Risk that has been reduced to a level that can endured by the organization having regard to its legal obligations and its own OH&S policy

Contractor

The individual, partnership, firm, or corporation retained by the owner or operator to perform work or provide supplies or equipment. The term contractor shall also include subcontractors.

Uncontrolled Release

An accidental release of hydrocarbons, toxic substances, or other materials that is likely to develop quickly, be outside the anticipated range of normal operations, present only limited opportunity for corrective action, require any action to be in the nature of an emergency response, and could result in serious environmental or safety consequences.

4. Context of the Organization

4.1 Understanding the Organization and Its Context

DESCON has reviewed and analyzed key aspects of itself and its stakeholders to determine the strategic direction of the company. This requires understanding internal and external issues that are of concern to DESCON and its interested parties

Such issues are monitored and updated as appropriate, and discussed as part of management reviews, some internal and external issues has been cited below:

- Level of compliance to ISO9001, ISO14001 & ISO45001

- Changes in the environment condition, weather changes lead to the less working hours,

- Government imposed more taxes on products and services

- Legislative effects due to enforcement of new regulation

- Require appropriate training for operational staff by the third party

- Company strong financial position and controlled expenses

- Structure of the organization adequate in term of environmentally

- Human Health Risks due to resources located in the vicinity of sites with high environmental arsenic concentrations

- Dusting, flying particles

- Running water releasing and transport arsenic

- Uncontrolled wastage of building material while production,

- Wastage of material/waste disposal/developing market for by-products

- Long term health hazards and environmental pollution

- Changes and fluctuations in Environmental regulations and governmental policies

- Environmentally controlled set of operations

- The preventive maintenance of the machineries & tools

- Concerned with growth of company

- Expect us not to pollute environment

- Material consumption (recycled, durable, reusable, and recyclable

- Must comply with all regulations and statutes

- Timely paying the fee for renewal and registration

- Increased the prices of material by the approved suppliers,

- Monopoly by suppliers on certain products and its prices

- Vendor performance impacts on our reputation

- Control the wastage and dispose of wastage

4.2   Understanding the Needs and Expectations of Interested Parties

Interested Parties are those stakeholders who receive our Products or Services, or who may be impacted by them, or those parties who may otherwise have a significant interest in our company.

Interested Party	Needs and Expectation
Customers	Improvement in services & products quality, considering their needs and expectations through meeting the customer expectation, improvement in after sales care services, minimizing delivery leading time, provides best services to customers compare to competitors in term of Quality, Prices & on time delivery, Customer feedback on regular basis, tackle the customers complaints in efficiently and professional manner.
Employee / Staff	Job security, Salary for work performed, Flexible work hours, Clear understanding of their role and responsibilities, Able to raise issues of concern and provide constructive feedback, Good, friendly work environment, To feel valued and appreciated, Opportunities for personal development.
Partners	Make them more financially secure through additional revenue from DESCON sales, enable them to change their business model from hour-based to value based income, want a solution that they can sell, promote and support that will assist their client's to manage compliance, provide great support and knowledge to help them support their customers;
Regulatory Body	Compliance with the applicable laws and regulations, timely paying the fee for renewal, initial registration and taking part in the program, compliance with relevant regulatory bodies i.e. annual registration with Department of Economic Development, Municipality etc.
Supplier	Ongoing and secure work, To be paid on time, Clear understanding of requirements, Constructive feedback, want to provide services/products to a reliable, reputable and financially viable business.

Related Documents
Procedure-Context of the Organization
Issues, Risks, Opportunities and Interested Parties Log
SWOT Analysis

4.3   Determining the Scope of the QHSE management system

Based on an analysis of the above issues of concern, interests of stakeholders, and in consideration of its products and services, to achieve the intended outcomes, including enhancing its QHSEMS performance, the organization establishes, implements, maintains and continually improves an integrated management system, including the processes needed and their interactions, in accordance with the requirements of the International Standard.

Scope
DESCON provides the following Products and Services:

- Trading, Assembly, Installation & Supervision, Calibration, Testing, Commissioning of Process Analyzers, After Sales Service and Integration of Process Instruments via Control Systems and Supervisory Control And Data Acquisition (SCADA)

Address
Warehouse 1, 2, 3, 247/366, Al Qusais Industrial Area 4, Al Qusais, Dubai, United Arab Emirates
Muroor Road, Al Nahyan E19-2 (Plot No. C116), Mezzanine Floor M2, Ahmed Almazrouie Group Building, Abu Dhabi, United Arab Emirates

Non-Applicability
Clause 8.3 designs and development isn't applicable since organization involved in Supervision, Calibration, Testing, and Commissioning.

<u>**Scope Boundaries**</u>

Provision of Products/Services to the Oil and Gas Industries, Manufacturing Industries within the United Arab Emirates

4.4 QHSE management system and Its Processes

Process Identification

DESCON has adopted a process approach for its management system. By identifying the top-level processes within the company, and then managing each of these discretely, this reduces the potential for nonconforming Products or Services discovered during final processes. Instead, nonconformities and risks are identified in real time, by actions taken within each of the top-level processes.

The following top-level processes have been identified for DESCON

Equipment Erection & Dismantling	Responsibilities and authorities
Calibration, Inspection & Testing	Management Review Meeting
Training Development	Internal Audits
Sales and Marketing	Procurement
QA/QC	Store and Logistics
Post Delivery Services	Installation, Repairing and Maintenance
Continuous Improvement	

Each process may be supported by other activities, such as tasks or sub-processes, monitoring and control of top level processes ensures effective implementation and control of all subordinate tasks or sub-processes.

- applicable inputs and outputs
- process owner(s)
- applicable responsibilities and authorities
- applicable risks and opportunities
- critical and supporting resources
- criteria and methods employed to ensure the effectiveness of the process
- QHSEMS objectives related to that process

Outsourced Processes

Any process performed by a third party is considered an "outsourced process" and must be controlled, documented, communicated and implemented. The company's outsourced processes, and the control methods implemented for each processes within the organization,

The type and extent of control to be applied to the outsourced process take into consideration:

- The potential impact of the outsourced process on the company's capability to provide product that conforms to requirements,
- The degree to which the control for the process is shared,
- The capability of achieving the necessary control through the purchasing contract requirements.
  - Procurement of Stationery, Office Equipment's
  - Equipment's, Spare Parts, Components,
  - Lubricants, Fuel, Chemicals

LEADERSHIP

5.1   Leadership & Commitment

1. Top management will take responsibility for the effectiveness of the QHSEMS and will demonstrate their commitment to the QHSEMS by:

    a. Defining roles, allocating responsibilities and accountabilities, and delegating authorities, to facilitate effective QHSEMS management.

    b. Roles and Responsibilities are documented in Leadership - Organization Roles, Responsibilities and Authorities and through position descriptions and QHSEMS procedures where applicable: Ensuring:

        i. That relevant policies and objectives are established for the QHSEMS and that these are aligned with the context and strategic direction.

        ii. The integration of the QHSEMS requirements into the organization's business processes.

        iii. That resource needed for the QHSEMS are available.

        iv. The QHSEMS achieves its intended results.

        v. The process approach and risk based thinking is promoted. Communicating the importance of effective QHSEMS management and of conforming to the QHSEMS requirements.

        vi. Engaging, directing and supporting personnel to contribute to the effectiveness of the QHSEMS.

        vii. Improvement is promoted.

        viii.   Other relevant management roles are supported to demonstrate their leadership as it applies to their areas of responsibility.

2. Top management is committed to our customers and enhancing customer satisfaction. This commitment is demonstrated by:

    a. Ensuring that applicable customer and statutory requirements are determined, understood and met throughout the business.

    b. Ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed.

    c. Exercising due care with our customer's property (data) whilst it is under the control of the company.

    d. Monitoring customer's perceptions of the degree to which their needs and expectations have been fulfilled.

3. The key aspects of the customer information and data generated through the effective implementation of the QHSEMS processes are collected and collated by the Management Representative and presented at each Management meeting.

5.1.2   Customer focus

DESCON adopts a customer-first approach which ensures that customer needs and expectations are determined, converted into requirements and are met with the aim of enhancing customer satisfaction.

This is accomplished by assuring:

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

Related Documents

- Customer Feedback Form
- Customer Feedback Register
- Customer Complaint Form

5.2   QUALITY, HEALTH, SAFETY AND ENVIRONMENT MANAGEMENT SYSTEM POLICIES

Quality Management System Policy

DESCON activities are includes "Trading, Assembly, Installation & Supervision, Calibration, Testing, Commissioning of Process Analyzers, After Sales Service and Integration of Process Instruments via Control Systems and Supervisory Control and Data Acquisition (SCADA), DESCON has a vision to be synonymous with professionalism and innovation together with faultless and safe project delivery in every operational area. A key way to achieve this is by operating a Quality Management System (QMS) in accordance with the requirements of ISO9001:2015.

Top management is committed to:

- Satisfying applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.

- Continual improvement of the QMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.

Top management shall:

- Take accountability for the effectiveness of the QMS.

- Ensure the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of the Company. Quality objectives have been set and are maintained as part of the QMS internal auditing, monitoring and management review processes, in order to enhance customer satisfaction.

- Promote the use of a process approach and risk-based thinking.

- Ensure that the resources needed for the QMS are available; including training, support and encouragement.

- Communicate the importance of effective quality management and of conforming to the QMS requirements.

- Ensuring that the QMS achieves its intended results.

- Engage, direct and support persons to contribute to the effectiveness of the QMS.

- Promote improvement.

- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility

- Establish partnerships with suppliers and interested parties to provide an improved service

Environment Management System Policy

DESCON is an environmentally conscious company and as such we acknowledge the potential environmental impact that our operations may have on the environment.

Our activities include: Trading, Assembly, Installation & Supervision, Calibration, Testing, Commissioning of Process Analyzers, After Sales Service and Integration of Process Instruments via Control Systems and Supervisory Control and Data Acquisition (SCADA)

Top management promotes and is committed to continual improvement of the EMS to enhance environmental performance. This is facilitated through the setting of documented environmental objectives based on our significant environmental aspects, compliance obligations and considering our risks and opportunities. Action plans have been set to achieve objectives and are maintained as part of the EMS internal auditing, monitoring and management review processes. The results of which are communicated to interested parties, where appropriate.

Top management is committed to ensuring that the Company:

- Complies with all compliance obligations, where these relate to our environmental aspects.

- Provides employees and others with the resources needed for the EMS, including support, direction and encouragement to fulfill the requirements, commensurate with their role.

- Maintains our registration to the environment management standard ISO14001:2015, as defined within the scope of our EMS.

- Strives to integrate the EMS into all business processes.

- Protects the environment, prevents pollution and meets other specific relevant commitment(s).

- Minimizes waste to landfill by reducing our waste generation and by segregating and recycling waste where economically and operationally feasible.

- Co-ordinates business transport so as to reduce consumption.

- Uses energy, water, materials and other natural resources as efficiently as possible, giving particular regard to the long-term sustainability of consumable items.

- Considers the environment in the procurement of goods and services.

- Considers the environment in the goods and services we provide to customers.

- Works with local businesses, neighbors, partners or suppliers to encourage commitment and improvement in our local environment.

- Supports other relevant management roles to demonstrate leadership as it applies to their areas of responsibility.

Occupational Health and Safety Policy

DESCON QHSEMS to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees while they are at work and of others who may be affected by our undertakings. This general policy statement provides a commitment and intent to comply with the Health and Safety at Workplaces

Our activities include: Trading, Assembly, Installation & Supervision, Calibration, Testing, Commissioning of Process Analyzers, After Sales Service and Integration of Process Instruments via Control Systems and Supervisory Control and Data Acquisition (SCADA)

To ensure the principles of health and safety are clearly understood throughout the company, we will be committed to

- Complying with relevant health and safety laws and regulations, voluntary programmes, collective agreements on health and safety and other requirements to which the company subscribes;

- Setting and monitoring of health and safety objectives for the company;

- Effective communication of and consultation on health and safety matters throughout the company;

- Assessing the risks to the safety and health of our employees and others who may be affected by our activities and implementing controls to minimize those risks;

- Preventing work-related injuries, ill health, disease and incidents;

- Providing and maintaining safe plant and equipment and implementing safe systems of work;

- The safe use, handling, storage and transport of articles and substances;

- Providing and maintaining a safe working environment with safe access, egress and welfare facilities;

- Providing the necessary training to our employees and others, including temporary employees to ensure their competence with respect to health and safety;

- Providing suitable and sufficient information, instruction and supervision for employees;

- Continually improving the performance of our health and safety management, whilst working with and maintaining the standards of a ISO45001:2018 system

- Devoting the necessary resources in the form of finance, equipment, personnel and time to ensure the health and safety of our employees and seeking expert help where the necessary skills are not available within the company;

- An annual review and when necessary the revision of this health and safety policy;

- Making this policy available to relevant interested external parties, as appropriate

<u>**COMMUNICATING THE QHSEMSPOLICIES**</u>

The QHSEMS Policies:

This QHSEMS Policies will be communicated to all employees and organization working for or on our behalf. Employees and other organization are expected to co-operate and assist in the implementation of these policies, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment. These QHSEMS policies will be reviewed annually by top management and where deemed necessary will be amended and re-issued. Previous versions of this policy are archived

This policy is available to relevant interested parties, upon reasonable request, QHSEMS Policies is communicated, understood and applied within the organization;

5.3 Organizational Roles Responsibilities and Authorities

Executive Manager has assigned responsibilities and authorities for all relevant roles in the company. These are communicated through the combination of the Organizational Chart and Job Descriptions

In addition, the following overall QHSEMS responsibilities and authorities are assigned as follows:

Responsibility	Assigned To
Ensuring that the management system conforms to applicable standards	Executive Manager
Ensuring that the processes are delivering their intended outputs	Departmental Heads
Reporting on the performance of the management system and providing opportunities for improvement for the management system	MR (Management Representative)
Ensuring the promotion of customer focus throughout the organization	Sales Manager
Ensuring that the integrity of the management system is maintained when changes are planned and implemented	MR (Management Representative)

The MR has been assigned the role of MR when having a single point of contact to represent the DESCON QHSEMS system is useful or required by customer or regulations. Other duties of the MR defined below.

Responsibilities and authorities of Management Representative relating to QHSEMS are:
- Ensures the establishment of the QHSEMS System and its maintenance in accordance with the ISO 9001:2015, ISO14001:2015 and ISO45001:2018 requirements.
- Reports on the performance of the QHSE management system to the Director for review as a basis for improvement of the system.
- Organizes scheduled as well as unscheduled Management Review Meetings.
- Promotes awareness of customer requirements throughout the organization.
- Reviews with the Director the QHSEMS System in their departments as and when required.
- Establishes and maintains the documented information.
- Establishes the internal QHSEMS audit plans and coordinates internal and external audits.
- Initiates follow up audit activities in order to verify audits and record the implementation and effectiveness of the corrective and preventive actions taken.
- Reports the final result of the internal and external audits to the Director and discuss the same in the Management Review Meetings.
- Verifies the QHSEMS System Manual and Procedures.

HSE Officer

The HSE Officer reports directly to the Operations Manager. The HSE Officer is to administer all the company HSE related matters:

- Implementation of the QHSEMS system
- Developing, revising and promoting the HSE manual, management system and annual plan
- Advise on the requirements of new legislation and Codes of Practice and assist management with the preparation of procedures
- Promote and encourage awareness of safety matters and accident avoidance procedures throughout the Company
- Ensure periodic audits and inspections (with reports of findings and recommendations) are carried out to identify unsafe working conditions and practices
- Facilitate an annual QHSEMS review and ensure that any changes are communicated to all personnel
- Administration of collection of all site HSE data
- Preparation of monthly and quarterly HSE reports as required
- Maintain registers and procedures for:
- Accidents and Incidents
- COSHH assessments
- House-Keeping
- Emergency Response Procedures
- Risk Assessments, and other safety related documents and procedures as applicable.
- Ensuring all HSE meetings are held and documented
- Ensuring that all accident and incident are documented and acted upon.

Figure 3: Leadership PDCA Cycle

DESCON Organization Chart

GROUP ORGANIZATION CHART

BASU SIL

CHIEF EXECUTIVE OFFICER

| CONTRACTS MGR. | LEGAL/PR MANAGER | R&D MANAGER | HEAD OF SALES DUBAI | MANAGER PROJECTS & SERVICES (MANAGEMENT REPRESENTATIVE – QMS / HSE / EMS) | SALES MANAGER ABU DHABI | ADMINISTRATION MANAGER |

DUBAI OFFICE

ABU DHABI OFFICE

- LOGISTICS ACCOUNT ASST.
- ASST. MGR UTILITIES S/W PROGRAMMER
- TEAM LEADER DEWA PROJECTS
- LEAD ENGR. SALES SR. PROJ. ENGR.
- ASST. SALES MGR. EXTERNAL SALES
- INT. SUP. ENGR PROJ. ENGR.
- ADMIN. ASST. RECEPTION
- PROJECT ENGR AUTOMATION
- SALES ENGINEER EXTERNAL SALES
- SR. PROJ. ENGINEER DEWA PROJECTS
- SALES ENGR. PROJ. ENGR.
- DOCUMENT CONTROLLER
- OFFICE OFFICE BOY
- ADMIN. ASST. STORES / RECE.
- SITE REP. SUPERVISOR
- INT. SALES SUPPORT. ENGR
- PROJECT ENGINEER IDS RTU PROJECT
- SUPPORT ENGINEER DOCUMENT CONTRO
- INTERN. SALES SUPPORT ENGR.
- DISPAT. / DRIVER JABIR

DESCON TECHNOLOGY

- ASSY. SUPRV. MFG. SUPERVISOR
- DESIGNER CADD
- SITE REP. SUPERVISOR
- DESIGNER CADD
- SERVICE - AUH SERVICE ENGR.
- DISPATCH DRIVER
- SR. CREW. TECHNICIAN
- SITE REP. PROJ. ENGR
- CREW. TECHNICIAN
- CREW. TECHNICIAN
- CREW. TECHNICIAN
- CREW. TECHNICIAN
- CREW. TECHNICIAN
- CREW. TECHNICIAN
- CREW. TECH. / DRIVER
- CREW. TECHNICIAN
- CREW. TECHNICIAN

5.4 Participation and Consultation

The organization has, established, implemented and maintained process(s) for participation (including consultation) in the development, planning, implementation, evaluation and actions for improvement of the OH&S management system by workers at all applicable levels and functions, and where they exist, workers' representatives.

The organization has:

- Provided mechanisms, time, training and resources necessary for participation;
- Provided timely access to clear, understandable and relevant information about the OH&S management system;
- Identified and remove obstacles or barriers to participation and minimize those that cannot be removed;

Organization gives additional emphasis to the participation of non-managerial workers in the following:

- To determine the mechanisms for their participation and consultation;
- Hazard identification and assessment of risk;
- Take Actions to control hazards and risks;
- Determine the identification of needs of competence, training and evaluation of training;
- Determine the information that needs to be communicated and how this should be done;
- Determined control measures and their effective use;
- Conduct Investigation of incidents and nonconformities and determining corrective actions;

Organization also gives additional emphasis to the inclusion of non-managerial workers in consultation related to the following:

- Determined the needs and expectations of interested parties;
- Established the policy;
- Assigned organizational roles, responsibilities, accountabilities and authorities as applicable;
- Determine how to apply legal requirements and other requirements;
- Established the OH&S objectives;
- Determine the applicable controls for outsourcing, procurement and contractors;
- Determine what needs to be monitored, measured and evaluated;
- Planning, establishing, implementing and maintained an audit program(s);
- Also established a continual improvement process.

PLANNING

6.1 Actions to Address Risks and Opportunities

DESCON considers risks and opportunities when taking actions within the management system, as well as when implementing or improving the management system; likewise, these are considered relative to products and services. Risks and opportunities are identified through SWOT Analysis

Risks and opportunities are managed in accordance with the document *Procedure for Risk and Opportunities Management*. This procedure defines how risks are managed in order to minimize their likelihood and impact, and how opportunities are managed to improve their likelihood and benefit.

STRENGTHS	WEAKNESSES
▪ ▪ ▪	▪ ▪ ▪
OPPORTUNITIES	THREATS
▪ ▪ ▪	▪ ▪ ▪

Related Documents
- Procedure -Risk and Opportunities Management
- Issues, Risks, Opportunities and Interested Parties Log
- SWOT Analysis

Figure 4: Risk & Opportunities PDCA Cycle

Plan - Create plans to address risk and opportunities.

Do - Implement plans to mitigate risks or to adopt opportunities.

Risks & Opportunities

Check - Monitor risk management plans using measurements and audits.

Act - Implement changes to the QMS and continually review.

6.1.2 Environmental Aspects / Hazard Identification and Assessment of OH&S Risk

DESCON has determined with the defined scope of the QHSEMS, that environmental aspects of its activities, products and services that it can control and those that it can influence, and their associated environmental impacts, considering a life cycle perspective, when determined the environmental aspects, following has taken into account by the organization;

- Change, including planned or new developments, and new or modified activities, products and services;
- Abnormal conditions and reasonably foreseeable emergency situations;

The organization has determined also those aspects that have or can have a significant environmental impact, i.e. significant environmental aspects, by using established criteria. The organization has communicated its significant environmental aspects among the various levels and function of the organization, as appropriate and maintained documented information of its;

Environmental aspects and associated environmental impacts;

Criteria used to determine its significant environmental aspects;

Significant environmental aspects;

6.1.2.1 Hazard Identification

DESCON has established, implement and maintain a process for the on-going proactive identification of hazards arising. The process has taken into account but not be limited to

- Routine and non-routine activities and situations, including consideration of;
- Infrastructure, equipment, materials, substances and the physical conditions of the workplace;
- Hazards that arise as a result of product design including during research, development, testing, production, assembly, construction, service delivery, maintenance or disposal;
- Human factors;
- How the work is actually done;
- Emergency situations;
- 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 the organization;
- Workers at a location not under the direct control of the organization;

Other issues, including consideration of:

- The design of work areas, processes, installations, machinery/equipment, operating procedures and work organization, including their adaptation to human capabilities;
- Situations occurring in the vicinity of the workplace caused by work-related activities under the control of the organization;
- Situations not controlled by the organization and occurring in the vicinity of the workplace that can cause work-related injury and ill health to persons in the workplace;
- Actual or proposed changes in the organization, its operations, processes, activities and QHSE management system;
- Changes in knowledge of, and information about, hazards;
- Past incidents, internal or external to the organization, including emergencies, and their causes;
- How work is organized and social factors, including workload, work hours, leadership and the culture in the organization

6.1.2.2 Assessment of OH&S Risks

The organization has established implemented and maintained processes to

- Assess OH&S risks from the identified hazards taking into account applicable legal requirements and other requirements and the effectiveness of existing controls;
- Identify and assess the risks related to the establishment, implementation, operation and maintenance of the OH&S management system that can occur from the issues identified in the organization context and the needs and expectations of the interest parties.
- The organization's methodology (ies) and criteria for assessment of OH&S 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 is maintained and retained as documented information.

6.1.2.3 Identification of OH&S Opportunities

The organization has established implemented and maintained processes to identify:
Opportunities to enhance OH&S performance taking into account planned changes to the organization and its processes or its activities;
Opportunities to eliminate or reduce OH&S risks;
Opportunities to adapt work, work organization and work environment to workers;
Opportunities for improving the OH&S management system

6.1.3 Compliance Obligation / Determination of Applicable Legal Requirements and Other Requirements

The organization has:

- Determined and has access to the up to date legal requirements to which the organization subscribes /compliance obligations related to its environmental aspects, and applicable to its Hazards and OH&S risk;
- Determined how these legal and other requirements / compliance obligations apply to the organization and what needs to be communicated;
- Take these legal and other requirements / compliance obligations into account when establishing, implementing, maintaining and continually improving its environmental/ OH&S management system;
- The organization has maintained documented information of its applicable legal and other requirements / compliance obligations and has ensure that it is updated to reflect any changes

Related Documents
- Procedure –Legal and Other Requirement
- Legal Register

6.1.4 Planning Action / Planning to take Action
The organization has plan:

- To take actions to address its:
- Significant environmental aspects, and address these risks and opportunities;
- Compliance obligations/ applicable legal and other requirements;
- Risks and opportunities;

How to:

- Integrate and implement the actions into its QHSEMS processes or other business processes;
- Evaluate the effectiveness of these actions;

The organization has taken into account the hierarchy of controls and outputs from the QHSEMS when planning to take action & considered its best practices, technological options and its financial, operational and business requirements.

6.2   QHSEMS Objectives and Planning to Achieve Them
While planning how to achieve its QHSE objectives, the organization has considered;

- What will be done;
- What resources will be required;
- Who will be responsible;
- When it will be completed;
- How the results will be evaluated, including indicators for monitoring progress toward achievement of its measurable environmental objectives;
- How it will be measured through indicator (if practicable) and monitored, including frequency;
- How the actions to achieve QHSE objectives will be integrated into the organization's business processes;

DESCON has considered that what actions to achieve its objectives can be integrated into the organization's business process; maintained and retains documented information on QHSE objectives and planning to achieve them.
The process objectives have been developed in consideration that they:
a) be consistent with the QHSEMS policy;
b) be measurable;
c) take into account applicable requirements;
d) be relevant to conformity of products and services and to enhancement of customer satisfaction;
e) be monitored;
f) be communicated;
g) be updated as appropriate.

QHSEMS OBJECTIVES

In fulfilling our QHSEMS, health, safety & environmental policy we have set ourselves the following objectives:

SI#	INTEGRATED OBJECTIVE	ACTION TO BE TAKEN
1.	5% improvement in on-time delivery from Jan 2023 to June 2023	Project planning, availability of adequate resourced, to focusing on procurement, Stocking of running products/material, process robustness, and product delivery responsibilities.
2.	Minimum 2-hours QHSE awareness training to employees per year.	Arrangement of operational training for the employees to improvement
3.	Achieve customer satisfaction 100%	Periodically customer feedback to measure the customer satisfaction level.
4.	Increase Sales to 10% by Jan 2023 to June 2023	Hiring of new sales team and adopting the sales and advertising strategies to attract the customers.
5.	85% purchase should be done from approved external providers within time frame.	Evaluation of new/existing external providers on consist basis
6.	Improvement of Environmental Performance by 10% Reduction of energy/Water consumption	Raise awareness among employees with posters and regular email updates. Regular Monitoring of energy /water usage
7.	100% Improvement of Environmental Performance by Carbon Footprint management for multiple sites	Awareness Campaign Monitor emissions and energy/fuel consumption Encourage recycling to offset Carbon Footprint.
8.	Aim to achieve zero LTI (Loss Time Due to Injury)	Adequate Training, Risk Assessment, Corrective and Preventive action
9.	Ensure to maintain and inspect the 100% fire extinguishers.	Periodically inspection and checking of fire Extinguishers
10.	Ensure to emergency mock drill once in a year	Communicating the hazards among employees, scheduling the Emergency Mock Drill
11.	Practical sessions on QHSE awareness to include usage of fire extinguisher / fire hose etc.	Including this task along with Approved Maintenance Contractor's routine visits. Encourage all workshop staff to involve in the activity.

6.3   Planning of Changes

Changes to the QHSE management system and its processes are carried out in a planned manner per the procedure *Change Management*

When   the company determines the need for   changes to the Integrated Management System, the changes are carried out in a planned manner.
DESCON considers:
- The purpose of the changes and their potential consequences;
- The integrity of the quality management system;
- The availability of resources; and
- The allocation or reallocation of responsibilities and authorities.

Related Documents
Procedure-Change Management
Change Management Log

SUPPORT

7.1 Resources

7.1.1 General

DESCON is fully committed to providing adequate resources required for the establishment, implementation, maintenance and continual improvement of our QHSEMS. Our committed resources include:

- Competent employees,
- Sharing operational knowledge
- Welfare facilities
- Well maintained work environment
- Financial Resources

The process for determining and communicating resource requirements is an integral part of our management review process. Our infrastructure resource considerations include:

- Management review meeting inputs and outputs;
- Capabilities and constraints on existing internal and external resources;
- Requirements and expectations provided by our external providers/vendors

7.1.2 People

DESCON identifies personnel training needs, provides 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 QHSEMS objectives. Records of personnel qualifications and training are maintained.

7.1.3 Infrastructure

The basic infrastructure facilities like appropriate location, work area, necessary hardware and software, building floor space, necessary utilities, communication facilities, both internal external that are required for customer effective communication are identified, provided and maintained to suit to the growing and potential needs to achieve to product requirements;

Infrastructure facilities, transportation, communication media and other information systems are appropriately maintained to enhance the utilization and meet the needs of interested parties. In case if these facilities are outsourced, suitable controls are exercised

DESCON determines, provide and maintain the infrastructure needed to achieve conformity to product requirements. Infrastructure includes, as applicable:

- Buildings, workspace and associated facilities;
- process equipment, hardware and software;
- Supporting services such as transport;
- Information and communication technology.

The organization is well equipped with fire safety system like fire extinguisher etc. Additional Infrastructure requirements are reviewed during the management review meeting if required

7.1.4 Environment for the Operation of Processes

DESCON ensures that the work environment is conducive to meeting customer and regulatory body requirements.

- Individual employees are encouraged to report nonconforming situation to the higher authorities so that necessary corrective action are planned.
- Also suggestions are accepted for correcting the shortcomings for the system and improvement of the QHSEMS.
- Fire Safety equipment's are installed in the stores and office blocks and maintained adequately to keep them fit for use throughout the year.
- Proper housekeeping is maintained keeping employee safety in consideration.
- Proper ventilation and illumination is available in all office blocks and stores.
- Appropriate Personnel Protective Equipment's are provided for personnel working in stores.

7.1.5 Monitoring and Measuring Resources

Where equipment is used for critical measurement activities, such as inspection and testing, these shall be subject to control and either calibration or verification; Procedure Control of Monitoring & Measuring Equipments.

DESCON has defined the list of monitoring and measuring equipments in Calibration Instruments Equipment Record, which are being utilized for the relevant purpose of work. These instruments are calibrated by external agencies that are capable of calibration and have Traceability to national / international standards.

In-house calibration results are in format Calibration Instruments Equipment Record and these are maintained as records as per procedure.

Each instrument used is clearly identified by its serial number, name and make along with a copy of calibration certificate indicating the date of calibration and due date for next calibration which enables the user to know its status of fitness.

Each instrument is stored and preserved suitably satisfying the OEM advice. The persons using these instruments are trained to handle properly and to prevent them from getting damaged or misused.

Any instrument which is found out of calibration / damage before the next calibration due is marked and kept separately for taking care in consultation with the approved agency.

Any product, which was approved by the usage of such instruments, is assessed for their suitability and appropriate action is taken to preclude from the use.

DESCON ensures that the resources provided:
- Are suitable for the specific type of monitoring and measurement activities being undertaken; and
- Are maintained to ensure their continuing fitness for their purpose.
- DESCON retains appropriate documented information as evidence of fitness for purpose of the monitoring and measurement resources.
- Monitoring and measuring equipment;
- Documented procedures and forms;
- Competent and qualified personnel

7.1.6   Organizational Knowledge

DESCON also determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services. This may include knowledge and information obtained from:
- Internal Sources,
- Such as lessons learned,
    - Feedback from subject matter experts,
    - Training and/or intellectual property;
    - Learning form failure, success, near misses
- External Sources
- Such as standards,
    - Academia,
    - Conferences,
    - Information gathered from customers while execution of projects.
    - Competitor Analysis
    - Suggestion and feedback from suppliers and customers

This knowledge shall be maintained, and made available to the extent necessary.

When addressing changing needs and trends, DESCON shall consider its current knowledge and determine how to acquire or access the necessary additional knowledge.

Related Documents

Record Organizational Knowledge

Source of Knowledge (Failure, Mistake, Success, Experiences, Training)	Description of knowledge (From where, When, How gained the knowledge)	Organizational Significance (Vital, Important, Convenient)	Knowledge Transfer Status (Well-Defined, Limited Defined, Undefined)	Knowledge Transfer Mechanism (Documentation, Training, Meetings, Communications)	Knowledge retained as documented Yes / NO	Impact of Knowledge on Operations (Vital, Important, Convenient)

7.2   Competence

DESCON has determined to the extent necessary the below elements of competence for people performing work that may affect the effectiveness of the QHSEMS.
- Ensure employees are competent on the basis of their education, training and experience;
- Initiate job descriptions including specific competency provisions;
- Measure job performance for each employee on an annual basis;
- Provide job and career training programs to the extent necessary;
- Take actions when necessary to assist employees that exhibit less than desirable results.
- Retain appropriate documented information as evidence of competence.

7.3 Awareness

DESCON has ensured that persons doing work under the organization's control are aware of:

- The Quality, Environmental and Health & Safety Policy;
- The significant environmental aspects and related actual or potential environmental Impacts beside OH&S hazards and risk those are relevant for them;
- Associated with their work;
- Their contribution to the effectiveness of the QHSE management system, including the benefits of enhanced performance in terms of Quality, Environment and Health & Safety;
- The implications of not conforming to the QHSE management system requirements, including not fulfilling the organization's compliance obligations, also includes the consequences, actual or potential, of their work activities;
- Information and outcome of the investigation of relevant incidents;

Related Documents

Procedure-Training
Employee Training Matrix
Training Plan
List of Participants
Training Record
Training Feedback
Competency Level Form
Employees Performance Evaluation
Employee Opinion Survey

7.4 Communication

DESCON ensures internal communication takes place regarding the effectiveness of the QHSE management system.

- Internally communicate information relevant to the QHSE management system among the various levels and functions of the organization, including changes to the QHSE management system, as appropriate;
- Ensure its communication process(es) enable(s) persons doing work under the organization's control to contribute to continual improvement.
- Externally communicated information relevant to the QHSE management system, as established by the organization's communication process(es) and as required by its compliance obligations

Communication methods include:

- use of corrective action processes to report nonconformities or suggestions for improvement
- use of the results of analysis of data
- meetings (periodic, scheduled and/or unscheduled) to discuss aspects of the QHSEMS
- use of the results of the internal audit process
- regular company meetings with all employees
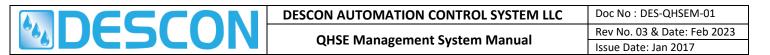- internal emails
- memos to employees

Effective communication system is established throughout

- Intercom facility-for oral communication
- Email
- Display of QHSE Policy and Objectives
- Circulars
- Monitoring and Measurement Reports-Weekly/Monthly Reports
- Audit Schedules
- Management Review / minutes of meetings
- Internal training activities

Related Documents

- Procedure-Communication
- Communication Plan

7.5   Documented Information

Documented information required by the QHSE Management System and by these International Standards has been controlled to ensure:

- It is available and suitable for use, where and when it is needed;
- It is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

For the control of documented information, the organization has addressed the following activities, as applicable:

- Distribution, access, retrieval and use;
- Storage and preservation, including preservation of legibility;
- Control of changes (e.g. version control);
- Retention and disposition
- Access by workers, and where they exist, workers' representatives, to relevant documented information.

Documented information of external origin determined by the organization to be necessary for the planning and operation of the QHSE Management System has been identified as appropriate, and controlled. Documented information retained as evidence of conformity shall be protected from unintended alterations

The scope of the Integrated Management System

- Documented information necessary to support the operation of processes
- The QHSEMS policy
- The QHSEMS objectives
- This documented information is subject to the requirements of clause

Documented information *maintained* for the purpose of communicating the information necessary for the organization to operate (low level, specific *documents*). This includes:

- Organization charts
- Process maps, process flow charts and/or process descriptions
- Procedures
- Work and/or test instructions
- Specifications
- Documents containing internal communications
- Production schedules
- Approved supplier lists
- Test and inspection plans
- QHSEMS plans
- QHSEMS manuals
- Strategic plans
- Forms

Documented information needed to be *retained* for the purpose of providing evidence of result achieved (records). These include:

- Documented information to the extent necessary to have confidence that the processes are being carried out as planned.
- Evidence of fitness for purpose of monitoring and measuring resources
- Evidence of the basis used for calibration of the monitoring and measurement resources (when no international or national standards exist).
- Evidence of competence of person(s) doing work under the control of the organization that affects the performance and effectiveness of the QHSEMS.
- Results of the review and new requirements for the products and services
- Records needed to demonstrate that design and development requirements have been met
- Records of the evaluation, selection, monitoring of performance and re-evaluation of external providers and any and actions arising from these activities
- Evidence of the unique identification of the outputs when traceability is a requirement
- Records of property of the customer or external provider that is lost damaged or otherwise found to be unsuitable for use and of its communication to the owner.
- Results of the review of changes for production or service provision, the persons authorizing the change, and necessary actions taken
- Records of the authorized release of products and services for delivery to the customer including acceptance criteria and traceability to the authorizing person(s)
- Records of nonconformities, the actions taken, concessions obtained and the identification of the authority deciding the action in respect of the nonconformity
- Results of the evaluation of the performance and the effectiveness of the QHSEMS
- Evidence of the implementation of the audit programme and the audit results
- Evidence of the results of management reviews
- Evidence of the nature of the nonconformities and any subsequent actions taken
- Results of any corrective action

Documents required for the management system are controlled in accordance with procedure [Procedure-Control of Documents & Records. The purpose of document control is to ensure that staffs have access to the latest, approved information, and to restrict the use of obsolete information. All documented procedures are established, documented, implemented and maintained.

A documented Procedure-Control of Documents & Records has been established to define the controls needed for the identification, storage, retrieval, protection, retention time, and disposition of QHSEMS records. This procedure also defines the methods for controlling records that are created by and/or retained by suppliers.

These controls are applicable to those records which provide evidence of conformance to requirements; this may be evidence of Products & Services requirements, contractual requirements, procedural requirements, or statutory/regulatory compliance. In addition, QHSEMS records include any records which provide evidence of the effective operation of the management system.

Related Documents

- Procedure-Control of Documents & Records
- Master List of Files
- File Label
- Master List of Documents
- External Origin Documents
- Documents Issued Record
- Document Change Proposal

OPERATION

8.1 Operational Planning and Control

DESCON has planned, implemented and controlled the processes needed to meet the requirements for the provision of products and services, and to implement the actions needed by

- Determining the requirements for the products and services;
- Establishing criteria for;
    - The processes;
    - The acceptance of products and services;
- Determining the resources needed to achieve conformity to the product and service requirements;
- Implementing control of the processes in accordance with the operating criteria;
- Determining, maintaining and retaining documented information to the extent necessary:
    - To have confidence that the processes have been carried out as planned;
    - To demonstrate the conformity of products and services to their requirements.
    - Determining situations where the absence of documented information could lead to deviations from the QHSE policy and objectives;
    - Adapting to work to workers

The organization has ensured that outsourced processes are controlled or influenced. The type and extent of control or influence to be applied to the process(s) has been defined within the QHSE management system.

Consistent with a life cycle perspective, the organization has:

- Established controls, as appropriate, to ensure that its QHSE requirement(s) is (are) addressed in the design and development process for the product or service, considering each life cycle stage;
- Determined its QHSE requirement(s) for the procurement of products and services, as appropriate;
- Stipulating the operating criteria in the procedure(s), and
- QHSE Controls related to purchased goods, equipment and services;
- QHSE controls related to contractors and other visitors to the workplace;
- Communicated its relevant QHSE requirement(s) to external providers, including contractors;
- Consider the need to provide information about potential significant environmental impacts associated with the transportation or delivery, use, end-of-life treatment and final disposal of its products and services

The organization has maintained documented information to the extent necessary to have confidence that the processes have been carried out as planned

Hierarchy of Control

The organization has established a process to determine the controls for achieving reduction in OH&S risks using the following hierarchy:

- Eliminate the hazard;
- Substitute with less hazardous materials, processes, operations or equipment;
- Use engineering controls;
- Use administrative controls;
- Provide and ensure use of adequate personal protective equipment;

Management of Change

DESCON has established a process for the implementation and control of planned changes that impact OH&S performance such as:

- New products, processes or services;
- Changes to work processes, procedures, equipment, or organizational structure;
- Changes to applicable legal requirements and other requirements;
- Changes in knowledge or information about hazards and related OH&S risks;
- Developments in knowledge and technology;

DESCON has controlled temporary and permanent changes to promote OH&S opportunities and to ensure they do not have an adverse impact on OH&S performance.

DESCON will review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary, including addressing potential opportunities.

8.2 Emergency preparedness and response

DESCON has established, implemented and maintained the process(es) needed to prepare for identify and respond to potential emergency situations and maintain a process to prevent or minimize OH&SE risks from potential emergencies, including;

- Preparing to respond by planning actions to prevent or mitigate adverse environmental impacts from emergency situations;
- Responding to actual emergency situations
- Taking action to prevent or mitigate the consequences of emergency situations, appropriate to the magnitude of the emergency and the potential environmental impact;
- Periodically testing the planned response actions, where practicable;
- Periodically reviewing and revise the process(es) and planned response actions, in particular after the occurrence of emergency situations or tests
- Providing relevant information and training related to emergency preparedness and response, as appropriate, to relevant interested parties, including persons working under its control.
- The establishment of a planned response to emergency situations and including first aid;
- The periodic testing and exercise of emergency response capability;
- The evaluation and, as necessary, revision of emergency preparedness processes and procedures including after testing and in particular after the occurrence of emergency situations;
- The communication and provision of relevant information to all workers and at all levels of the organization on their duties and responsibilities;
- The provision of training for emergency prevention, first aid, preparedness and response;
- The communication of relevant information to contractors, visitors, emergency response services, government authorities, and, as appropriate, the local community.

The organization has maintained documented information to the extent necessary to have confidence that the process(s) is (are) carried out as planned.

In all stages of the process the organization has taken into account the needs and capabilities of all relevant interested parties and ensures their involvement.

The organization has maintained and retains documented information on the process and on the plans for responding to potential emergency situations

8.2 Requirements for Products and Services

8.2.1 Customer Communication

DESCON has implemented effective communication with customers in relation to:

- providing information relating to Products & Services;
- handling enquiries, contracts or orders, including changes;
- obtaining customer feedback relating to products and services, including customer complaints;
- handling or controlling customer property;
- Establishing specific requirements for contingency actions, when relevant.

8.2.2 Determining the Requirements Related to Products and Services

During the intake of new business DESCON captures:

- requirements specified by the customer, including the requirements for delivery and post-delivery activities;
- requirements not stated by the customer but necessary for specified or intended use, where known
- statutory and regulatory requirements related to Products & Services;
- Any additional requirements determined by DESCON.

These activities are defined in greater detail in the procedure *Quoting and Orders*

8.2.3 Review of Requirements Related to Products and Services

Once requirements are captured, DESCON reviews the requirements prior to its commitment to supply the Products & Services this review ensures that DESCON has capability and capacity to:

- meet all requirements specified by the customer, including requirements for delivery and post-delivery activities;
- meet any requirements not stated by the customer, but which DESCON knows as being necessary;
- meet all requirements determined necessary by DESCON
- meet all related statutory and regulatory requirements;
- Meet any contract or order requirements differing from those previously expressed (i.e., from a previous DESCON quote).

8.2.4 Changes to Requirements for Products and Services

DESCON updates all relevant requirements and documents when the requirements are changed, and ensure that all appropriate staff are notified; see the documented procedure *Change Management.*

8.3 Design and Development of Products and Services

Not Applicable (Justification given in the clause 4)

8.4 Control of Externally Provided Processes, Products and Services

8.1.4 Procurement

DESCON ensures that purchased Products & Services conform to specified QHSE Requirement. The type and extent of control applied to the supplier and the purchased products or services are dependent on the effect on subsequent Products & Services realization or the final product.

DESCON evaluate and select suppliers based on their ability to supply products and services in accordance with the QHSE requirements; Criteria for selection, evaluation and re-evaluation are established as per Quality, Health, Safety and Environment Management System and specific products requirement .

Purchases are made via the release of formal purchase orders and/or contracts which clearly describe what is being purchased; Received products or services are then verified against requirements to ensure satisfaction of requirements. Suppliers who do not providing conforming products or services may be requested to conduct formal corrective action

DESCON coordinates with its contractors, to identify hazards and to assess and control the OH&S risks, arising from the:
- Contractor's activities and operations that impact the organization;
- The organization's activities and operations that impact the contractors' workers;
- Contractors' activities and operations that impact other interested parties in the workplace.

DESCON has ensured that the requirements of its QHSE management system are met by contractors and their workers through a defined contractor's policy or agreements. The organization's procurement process (es) defined and applied QHSE criteria for the selection of contractors

Related Documents
Procedure-Purchasing
Supplier Evaluation
List of Approved Suppliers
Requisition Form
Supplier Corrective Action Request

8.5   Production and Service Provision

8.5.1 Control of Production and Service Provision
DESCON implemented product and service provision under Controlled conditions include, as applicable:
The availability of documented information that defines:
- The characteristics of the products to be produced, the services to be provided, or the activities to be performed;
- 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 production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;
- The implementation of actions to prevent human error; and
- The implementation of release, delivery and post-delivery activities.

8.5.2 Identification and Traceability

- DESCON use suitable means to identify outputs when it is necessary to ensure the conformity of products and services.
- The company identifies the status of outputs with respect to monitoring and measurement requirements throughout product and service provision.
- DESCON controls the unique identification of the outputs when traceability is a requirement and retains the documented information necessary to enable traceability.

8.5.3 Property Belonging to Customers or External Providers

- DESCON exercises care with property belonging to customer or external providers while it is under company control or being used by company.
- The company identifies, verifies, protects and safeguards 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, the company reports this to the customer or external provider and retains documented information on what has occurred

8.5.4   Preservation

DESCON preserves conformity of product or other process outputs during internal processing and delivery. This preservation includes identification, handling, storage, and protection. Preservation also applies to the constituent parts of a product.

The documented procedure *Preservation* defines the methods for preservation of product.

DESCON procures the equipments, tools; spare parts, machineries etc. and these are kept in stores. The products are assessed to ensure that these are not deteriorated during storage and in case of any such abnormality the same is replaced.

The equipments, tools; machineries received at workplace are adequately taken care such that these are handled properly using the right equipment, correct process and trained manpower such that these are not subjected to any damage or deterioration while being consumed. Care is taken to indent only the required quantity of material for use at site such that these are not damaged or pilfered. The Contracts division gets the material delivered at site either by the administration, customer and the control commences only on receipt at site.

8.5.5   Post-Delivery Activities

Post-delivery activities are conducted in compliance with the management system defined herein. In determining the extent of post-delivery activities that are required, DESCON considers:

a) the potential undesired consequences associated with its of Products & Services;
b) the nature, use and intended lifetime of its of Products & Services;
c) Statutory and regulatory requirements
d) Repairing and Maintenance Works
e) Re-Works
f) Technical Supports regarding products/services
g) Customer requirement i.e. complaints, changes/amendment etc.

8.5.6   Control of Changes

DESCON reviews and controls both planned and unplanned changes to processes to the extent necessary to ensure continuing conformity with all requirements.

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

8.6   Release of Products and Services

Acceptance criteria for Products & Services are defined in appropriate subordinate documentation. Reviews, inspections and tests are conducted at appropriate stages to verify that the requirements have been met. This is done before Products are released or services are delivered.

The release of products and services to the customer, do not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.
The company retains documented information on the release of products and services. The documented information includes:
- Evidence of conformity with the acceptance criteria;
- Traceability to the person(s) authorizing the release

8.7   Control of Nonconforming Outputs

The company ensures that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery. This provides the control to ensure that any product which does not conform to the specified requirements of specifications / contract / order is not used further. Control also provides the facility to review such non-conformities such that suitable disposition and corrective actions as well are taken at appropriate time depending upon the impact they cause on the overall activity.
The company deals with nonconforming outputs in one or more of the following ways:
- Correction
- Segregation, containment, return or suspension of provision of products and services;
- Informing the customer; and
- Obtaining authorization for acceptance under concession.

Conformity to the requirements are verified when nonconforming outputs are corrected.
The company retains documented information that:
- Describes the nonconformity;
- Describes the actions taken;
- Describes any concessions obtained; and
- Identifies the authority deciding the action in respect of the nonconformity

PERFORMANCE EVALUATION

9.1 Monitoring, Measurement, Analysis and Evaluation

The organization has determined:

What needs to be monitored and measured including?

- Applicable legal requirement and other requirements;
- Its activities and operations related to identified hazards and QHSE risks and opportunities;
- Operational Controls;
- The Organization's QHSE Objectives;
- The criteria against which the organization will evaluate its QHSE performance;
- The methods for monitoring, measurement, analysis and evaluation, as applicable, needed to ensure valid results;
- When the monitoring and measuring shall be performed;
- When the results from monitoring and measurement shall be analyzed and evaluated and communicated

DESCON has evaluated the performance and the effectiveness of the QHSE management system, ensured, as applicable that calibrated or verified monitoring and measurement equipment is used and maintained, as appropriate.

The organization is communicating relevant environmental performance information both internally and externally, as identified in its communication process(s) and as required by its compliance obligations and retained appropriate documented information as evidence of the monitoring, measurement, analysis and evaluation results

Customer Satisfaction

As one of the measurements of the performance of the management system, DESCON monitors information relating to customer perception as to whether the organization has met customer requirements. The methods for obtaining and using this information include:

- recording customer complaints
- product rejections or returns
- repeat orders for product
- changing volume of orders for product
- trends in on-time delivery
- obtain customer scorecards from certain customers
- submittal of customer satisfaction surveys

The corrective and preventive action system shall be used to develop and implement plans for customer satisfaction improvement that address deficiencies identified by these evaluations, and assess the effectiveness of the results.

Related Documents

- Customer Feedback
- Customer Complaint
- Customer Feedback Register

Evaluation of Compliance with Legal Requirements and Other Requirements

DESCON has planned, established, implemented and maintained the process(s) needed to evaluate fulfillment of its compliance obligations, applicable legal and other requirements.

- Determined the frequency that compliance will be evaluated;
- Evaluated compliance and take action if needed;
- Taken action if needed in accordance with
- Maintained knowledge and understanding of its compliance status with legal and other requirements.

The organization retained documented information as evidence of the compliance evaluation result(s).

Analysis and Evaluation

DESCON analyzes and evaluates the data and information arising from monitoring and measurement in order to evaluate:

- conformity of Products & Services;
- the degree of customer satisfaction;
- the performance and effectiveness of the QHSE management system;
- if planning has been implemented effectively;
- the effectiveness of actions taken to address risks and opportunities;
- the performance of external providers;
- The need for improvements to the QHSE management system.
- Both qualitative and quantitative measures, appropriate to the needs of our organization;
- Monitoring of the extent to which our organization's QHSE objectives are met;
- Monitoring the effectiveness of controls (for Quality, environment, health as well as for safety);
- Proactive measures of performance that monitor conformance with the QHSE programs, controls and operational criteria;
- Reactive measures of performance that monitor ill health, incidents (including accidents, near-misses, etc.), and other historical evidence of deficient QHSE performance;
- Recording of data and results of monitoring and measurement sufficient to facilitate subsequent corrective action and preventive action analysis.

9.2   Internal Audit

DESCON conducts internal audit once in a year to determine whether the QHSE management system conforms to contractual and regulatory requirements, to the requirements of ISO 9001, ISO14001, ISO45001 and to management system requirements. Audits also seek to ensure that the QHSE management system has been effectively implemented and is maintained.

- Planned, established, implemented and maintains an audit program including the frequency, methods, responsibilities, planning requirements and reporting, which is taken into consideration the importance of the processes concerned, changes affecting the company, and the results of previous audits;
- Internal Audit frequency defined at once in a year
- Defined the audit criteria and scope of each audit;
- Selected auditors and conducts audits to ensure objectively and the impartiality of the audit process;
- Ensured that the results of the audits are reported to relevant management;
- Take appropriate correction and corrective actions without undue delay; and
- Retain documented information as evidence of the implementation of the audit program and the audit results.

Related Documents

- Procedure for Internal Audit
- Internal Audit Schedule
- Internal Audit Report
- Internal Audit Log
- Non- Conformities Log
- Corrective Action Request

9.3   Management Review

Top Management reviews the management system, at planned intervals, to ensure its continuing suitability, adequacy and effectiveness. The review includes assessing opportunities for improvement, and the need for changes to the management system, including the QHSEMS Policy and objectives.

Management review frequency, agenda (inputs), outputs, required members, actions taken and other review requirements are defined in the documented procedure.

Records from management reviews are maintained.

Review Input:
The following topics as a minimum are reviewed during the meeting in addition to the agenda proposed by the Management Representative:

- the status of actions from previous management reviews;
- Changes in external and internal issues that are relevant to the QHSE management system;
- Compliance obligations /applicable legal requirements and other requirements.
- Its significant environmental aspects.
- Quality, Health, Safety, Environmental risks and opportunities.
- Customer satisfaction and feedback from relevant interested parties;
- process performance and conformity of products and services;
- nonconformities and corrective actions;
- Audit results;
- the performance of external providers;
- the adequacy of resources;
- Fulfillment of its compliance obligations /results of evaluation of compliance
- the effectiveness of actions taken to address risks and opportunities (see 6.1);
- Opportunities for improvement.

Review Output:
Minutes of the meeting are recorded and filed by the Management Representative.
The minutes include as a minimum the actions related to:

- Decision related to opportunities for continual improvement;
- Decision related to any need for changes to the QHSE management system including resource;
- Actions, if needed, when QHSE objectives have not been met;
- Conclusion on the continuing suitability, adequacy and effectiveness of the QHSEMS.
- Any implications for the strategic direction of the organization

The organization retained documented information as evidence of the results of management reviews.

Related Documents

- Procedure - Management Review
- MRM Schedule
- Management Review Agenda & Meeting

IMPROVEMENT

DESCON uses the management system to improve its processes, products and services, Such improvements aim to address the needs and expectations of customers as well as other interested parties, to the extent possible.

Improvement shall be driven by an analysis of data related to:

The results of analysis shall be used to evaluate:

- conformity of products and services;
- the degree of customer satisfaction;
- the performance and effectiveness of the management system;
- the effectiveness of planning;
- the effectiveness of actions taken to address risks and opportunities;
- the performance of external providers;
- other improvements to the management system.
- Prevent occurrence of incidents and nonconformities;
- Promote a positive occupational health and safety culture;
- Enhance QHSE performance

Incident, Nonconformity and Corrective Action
The organization has planned, established, implemented and maintain a process to manage incidents and nonconformities including reporting, investigating and taking action, when an incident or a nonconformity occurs

When an incident or nonconformity occurs, including any arising from complaints, the organization shall:
React in a timely manner to the nonconformity and, as applicable:
- Take action to control and correct it;
- Deal with the consequences;

Evaluate with the participation of workers and the involvement of other relevant interested parties, the need for action to eliminate the cause(s) of the incident or nonconformity, in order that it does not recur or occur elsewhere, by
- Reviewing and analyzing the incident or nonconformity;
- Determining the causes of the incident or nonconformity;
- Determining if similar incident or nonconformities exist, or could potentially occur;
- Review the assessment of OH&S risk as appropriate.
- Determine and implement any action needed, including corrective action, in accordance with the hierarchy of controls and the management of change.
- Review the effectiveness of any corrective action taken;
- Update risks and opportunities determined during planning, if necessary;
- Make changes to the QHSE management system, if necessary

Corrective actions appropriate to the significance of effects or potential effects of the incidents or nonconformities encountered including environmental impact(s).

Continual Improvement

DESCON has established and maintains documented procedures to continual improve its QMS through the use of

- QHSE Policy
- QHSE Objectives
- Audit Result
- Corrective Actions as per procedure
- Management Review Procedure

The areas to be focused for continual improvement shall be identified during the management review meeting by the management with input from audit results, process measurement, corrective action, quality objective, An action plan has to be prepared during the meeting, allotting resources, target and responsibility for implementation and shall be recorded in the management review meeting minute, the result implementation shall be discussed in the management review meeting.

Related Documents

- Procedure-Corrective Action
- Non- Conformities Log
- Corrective Action Request
- Incident Database
- Incident Investigation Report
- Near Miss Report
- Safety Concern Report

List of supporting Procedures:

- Context of the Organization
- Risk & Opportunity Management
- Management Responsibilities
- QHSE Objectives and Targets
- Control of Documents & Records
- Internal Audit
- Management Review Meetings
- Customer Related Processes
- Communication, Participation and Consultation
- Purchasing
- Monitoring & Measurement of Processes
- Monitoring & Measuring Equipment's
- Change Management
- Correction & Corrective Action
- Competence, Training and Awareness
- Human Resource
- OHS Risk Management
- Identification and Evaluation of Environmental Aspects
- Emergency Preparedness and Response
- First Aid
- Hazard, Near Miss, Incident Reports, Investigation
- Legal and Other Requirements
- QHSE Monitoring and Reporting
- Waste Management System
- Operational Control and Planning

****END OF DOCUMENT ****