Business Management System

ISO 45001: 2018

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| **Section ID** | **ISO 45001: 2018 Ref.** | | **Section Title** |
| **PART – I : General** | | | |
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**HMR-H-M-GN-02 Organisation Profile**

**ABC Company Limited** was incorporated in the year 1991. From being a manufacturer of household inverters, the company had ventured into the highly competitive market of Un-Interrupted Power Supply (UPS) systems in the year 1998.

Today **ABC Company Limited** is one of the leading names in the power electronics industry, with more than half-a-million UPS installations all over India.

Our team is a group of people with enthusiasm, constancy of purpose and a firm resolve to meet the demands of the customers.

**HMR-H-M-GN-03 Scope of Registration**

e.g. Provision of XXX services

**HMR-H-M-GN-04 OHS Policy and Objectives**

Our OH&S Policy is to strive for a safer workplace by virtue of…

* Prevention of injury and ill health
* Continual improvement in OH&S management
* Continual improvement in OH&S performance, and
* Compliance with applicable legal and other requirements.

**OH&S OBJECTIVES**

1. To reduce accidents.
2. To improve air quality in the workplace.
3. To reduce noise level in the fabrication area.
4. To improve ergonomics of the assembly area.
5. To enhance OH&S awareness among employees, contractors, and visitors.

Date : 01-Apr-2018 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Place: Thiruvananthapuram Vidya Sagar

Managing Director

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| --- | --- |
| *Note-01:* | *This policy is communicated to all employees, customers, suppliers, contractors and the community.* |
| *Note-02:* | *Quantifiable and measurable targets are being used to achieve the OHSMS objectives. The top management decides on yearly targets at the beginning of each year, which is communicated to the concerned persons. Achievements are reviewed against the targets.* |

**HMR-H-M-GN-05 OHS Committee Setup**

Head (P&A) & HMR:

Worker Representative (Male):

Worker Representative (Female):

Head (Marketing):

Head (Purchase & Stores):

Head (D&D):

Head (Production):

Head (Service):

Head (Quality):

**HMR-H-M-GN-06 Layout of OHSMS Doc Controlled by HMR**

**Introduction**

The OH&S Management System (OHSMS) of our organisation is laid on a strong foundation of a well organized set of documents (also known as documented information) consisting of OH&S management System Manual, OH&S Instructions Manual, Record Formats, OH&S Records, and other relevant OHSMS documents & records of internal / external origin. The pyramid shown below illustrates the hierarchy of OHSMS documentation controlled by the HMR.

**OH&S**

**MANAGEMENT**

**SYSTEM MANUAL**

**OH&S INSTRUCTION MANUAL**

**RECORD FORMATS, OH&S RECORDS, ETC.**

**OH&S System Documentation Pyramid**

OH&S Management System Manual

OH&S Management System Manual (this Manual) gives details of how the organisation achieves its OH&S goals through various activities and satisfying ISO45001:2018 requirements. It provides references to other parts of the documentation pyramid where required.

The circulation of OH&S Management System Manual is restricted. The OH&S Management Representative (HMR) controls this documentation.

OH&S Instruction Manual

OH&S Instruction Manual gives step-by-step instructions for personnel to carryout OH&S management related activities (such as emergency response, first aid, etc.).

This manual is a confidential document and its circulation is restricted. The OH&S Management Representative (HMR) controls this documentation.

Record Formats

Formats refer to standard forms in which the records related to OH&S management have to be maintained.

OH&S Records

OH&S records are the documented evidence of activities under the ISO45001 compliant OH&S system of the organisation.

Control of OH&S System Documents

The OH&S Management Representative (HMR) issues the controlled copies of the above mentioned OH&S system documents. As and when changes are made in the master documents, designated recipients of controlled copies receive the modified versions from the HMR.

If any internal/external person wishes to refer the manuals, the HMR, at his/her discretion, may allow him/her access to the OH&S system documents.

OHSMS Documents Controlled by Others

Our organisation understands the need for greater operational flexibility, and at the same time, higher level of system integrity when it comes to the maintenance of documented information required for the OHSMS.

The HMR (also designated as the Chief Document Controller) issues bulk of the OHSMS documents such as OH&S management system manual, OH&S instruction manual, forms, etc. that are applicable to the entire organisation.

Heads of departments act as Document Controllers locally. Individual document controllers may control the OHSMS documents required by their functional areas (and one or two related functional areas also).

These document controllers also follow similar (need not be exactly same) structure and numbering schematic that the HMR uses for the documented information under his / her control.

Please refer the ‘*Procedure for Management of Documented Information (HMR-H-M-PR-17)’* for details.

**HMR-H-M-GN-07 OHS Context of the Organisation**

**4.1 Understanding the organisation and its context**

Our organisation has an on-going system in place (achieved through OHSMS Planning, OH&S Audits, and, Management Review) to determine external and internal issues that are relevant to its purpose and that affect its ability to achieve the intended outcomes of its OH&S management system.

An understanding of the context of the organisation is used to establish, implement, maintain and continually improve its OH&S management system.

Internal and external issues can be positive or negative and include conditions, characteristics or changing circumstances that can affect the OH&S management system.

We would consider external issues such as:

* the cultural, social, political, legal, financial, technological, economic and natural surroundings and market competition, whether international, national, regional or local
* introduction of new competitors, contractors, subcontractors, suppliers, partners and providers, new technologies, new laws and the emergence of new occupations
* new knowledge on products and their effect on health and safety
* key drivers and trends relevant to the industry or sector having impact on the organisation
* relationships with, as well as perceptions and values of, its external interested parties, and
* changes in relation to any of the above.

And, we would take into account the internal issues, such as:

* governance, organisational structure, roles and accountabilities
* policies, objectives and the strategies that are in place to achieve them
* the capabilities, understood in terms of resources, knowledge and competence (e.g. capital, time, human resources, processes, systems and technologies)
* information systems, information flows and decision-making processes (both formal and informal)
* introduction of new products, materials, services, tools, software, premises and equipment
* relationships with, as well as perceptions and values of, workers
* the culture in the organisation
* standards, guidelines and models adopted by the organisation
* the form and extent of contractual relationships, including, for example, outsourced activities
* working time arrangements
* working conditions, and
* changes in relation to any of the above.

**4.2 Understanding the needs and expectations of workers and other interested parties**

The organisation has an ongoing system to determine …

1. the other interested parties, in addition to workers, that are relevant to the OH&S management system
2. the relevant needs and expectations (i.e. requirements) of workers and other interested parties, and
3. which of these needs and expectations are, or could become, legal requirements and other requirements.

Interested parties, in addition to workers, can include:

1. legal and regulatory authorities (local, regional, state/provincial, national or international)
2. parent organisations
3. suppliers, contractors and subcontractors
4. workers’ representatives
5. workers’ organisations (trade unions) and employers’ organisations
6. owners, shareholders, clients, visitors, local community and neighbours of the organisation and the general public
7. customers, medical and other community services, media, academia, business associations and non-governmental organisations (NGOs), and
8. occupational health and safety organisations, occupational safety and health-care professionals.

Some needs and expectations are mandatory because they have been incorporated into laws and regulations.

The organisation may also decide to voluntarily agree to, or adopt, other needs and expectations (e.g. subscribing to a voluntary initiative). Once the organisation adopts them, they are addressed when planning and establishing the OH&S management system.

These needs and expectations could change over time. Therefore, our organisation monitors and reviews information about these interested parties and their relevant requirements on an on-going basis, and, the necessary changes are effected in the OHSMS as required.

**4.3 Determining the scope of the OH&S management system**

The organisation has determined the boundaries and applicability of the OH&S management system to establish its scope.

When determining this scope, our organisation has …

1. considered the external and internal issues referred to in clause 4.1 of the ISO45001:2018 standard
2. taken into account the requirements referred to in clause 4.2 of the ISO45001:2018 standard, and
3. taken into account the planned or performed work-related activities.

We are aware that the scope is a factual and representative statement of the organisation’s operations included within its OH&S management system boundaries that should not mislead interested parties.

Our OH&S management system includes the activities, products and services within the organisation’s control or influence that can impact the organisation’s OH&S performance.

The scope of the organisation’s OH&S management system is made freely available and is maintained as documented information.

Please refer section *HMR-H-M-GN-03* of this manual for the scope of our OHSMS.

**HMR-H-M-GN-08 Leadership and Worker Participation**

**5.1 Leadership and commitment**

Leadership and commitment from the organisation’s top management, including awareness, responsiveness, active support and feedback, are critical for the success of the OH&S management system and achievement of its intended outcomes. Therefore, the top management of the organisation has assumed specific responsibilities for which they need to be personally involved or which they need to direct.

The top management of the organisation has been demonstrating its leadership and commitment with respect to the OH&S management system by:

1. taking overall responsibility and accountability for the prevention of work-related injury and ill health, as well as the provision of safe and healthy workplaces and activities
2. ensuring that the OH&S policy and related OH&S objectives are established and are compatible with the strategic direction of the organisation
3. ensuring the integration of the OH&S management system requirements into the organisation’s business processes
4. ensuring that the resources needed to establish, implement, maintain and improve the OH&S management system are available
5. communicating the importance of effective OH&S management and of conforming to the OH&S management system requirements
6. ensuring that the OH&S management system achieves its intended outcome(s)
7. directing and supporting persons to contribute to the effectiveness of the OH&S management system
8. ensuring and promoting continual improvement
9. supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility
10. developing, leading and promoting a culture in the organisation that supports the intended outcomes of the OH&S management system
11. protecting workers from reprisals when reporting incidents, hazards, risks and opportunities
12. ensuring the organisation establishes and implements processes for consultation and participation of workers
13. supporting the establishment and functioning of health and safety committees.

**5.2 OH&S policy**

The OH&S policy is a set of principles stated as commitments in which top management outlines the long-term direction of the organisation to support and continually improve its OH&S performance.

The OH&S policy provides an overall sense of direction, as well as a framework for the organisation to set its objectives and take actions to achieve the intended outcomes of the OH&S management system.

The top management of the organisation has already established, implemented and maintaining an OH&S policy that:

1. includes a commitment to provide safe and healthy working conditions for the prevention of work-related injury and ill health and is appropriate to the purpose, size and context of the organisation and to the specific nature of its OH&S risks and OH&S opportunities
2. provides a framework for setting the OH&S objectives
3. includes a commitment to fulfil legal requirements and other requirements
4. includes a commitment to eliminate hazards and reduce OH&S risks
5. includes a commitment to continual improvement of the OH&S management system, and
6. includes a commitment to consultation and participation of workers, and, where they exist, workers’ representatives.

Our OH&S policy is …

* available as documented information
* communicated within the organisation
* available to interested parties, as appropriate, and
* updated, as necessary, to remain relevant and appropriate.

*Please refer the section titled ‘OH&S Policy and Objectives (HMR-H-M-GN-04) of this manual.*

**5.3 Organisational roles, responsibilities and authorities**

Our organisation understands that those involved in the organisation’s OH&S management system should have a clear understanding of their roles, responsibilities and authorities for achieving the intended outcomes of the OH&S management system.

The top management ensures that the responsibilities and authorities for relevant roles within the OH&S he management system are assigned and communicated at all levels within the organisation and maintained as documented information.

The specific roles and responsibilities may be assigned to an individual, shared by several individuals, or assigned to a member of top management. While responsibility and authority may be assigned, ultimately top management is still accountable for the functioning of the OH&S management system.

Workers at each level of the organisation assume responsibility for those aspects of the OH&S management system over which they have control. They are enabled to report about hazardous situations so that action can be taken. Workers can report concerns to responsible authorities as required, without the threat of dismissal, disciplinary action or other such reprisals.

The Managing Director of the organisation approves the responsibilities and authorities for various designations / job titles in the organisation and the Head (P&A) issues the approved responsibility-authority charts to individual designation-holders.

Apart from this, the top management has appointed the **Head (Personnel & Administration)** as the **OH&S Management Representative (HMR)** of the organisation.

The OH&S Management Representative (HMR) has been assigned the overall responsibility and authority for:

1. ensuring that the OH&S management system conforms to the requirements of ISO45001:2018, and
2. reporting on the performance of the OH&S management system to top management.

Note: Heads of departments are responsible for ensuring that the OH&S management system implementation in their respective departments conform to the requirements of the ISO45001:2018 standard, and, they are granted necessary authority to achieve this.

**5.4 Consultation and participation of workers**

We understand that the consultation and participation of workers and workers’ representatives can be key factors of success for an OH&S management system and should be encouraged through the processes established by the organisation.

Consultation implies a two-way communication involving dialogue and exchanges. It involves the timely provision of the information necessary for workers and workers’ representatives, to give informed feedback to be considered by the organisation before making a decision.

Participation enables workers to contribute to decision-making processes on OH&S performance measures and proposed changes.

Feedback on the OH&S management system is dependent upon worker participation. The organisation ensures that workers at all levels are encouraged to report hazardous situations, so that preventive measures can be put in place and corrective action taken.

The reception of suggestions would be more effective if workers do not fear the threat of dismissal, disciplinary action or other such reprisals when making them.

Our organisation has already established, implemented and maintaining processes for consultation and participation of workers / workers’ representatives at all applicable levels and functions in the development, planning, implementation, performance evaluation and actions for improvement of the OH&S management system.

Emphasizing the consultation and participation of non-managerial workers is intended to apply to persons carrying out the work activities, but is not intended to exclude managers who are impacted by work activities or other factors in the organisation.

The organisation believes in provision of training at no cost to workers and the provision of training during working hours, where possible, which in turn can remove significant barriers to worker participation.

Please refer the Procedure for Consultation and Participation of Workers (HMR-H-M-PR-03) for more details.

**HMR-H-M-GN-09 Planning**

**6.1 Actions to address risks and opportunities**

**6.1.1 General**

Planning is a very important activity for our OHSMS.

When planning for the OH&S management system, our organisation considers the internal and external issues (context of the organisation), the requirements of interested parties and the scope of its OH&S management system and determine the risks and opportunities that need to be addressed to:

a) give assurance that the OH&S management system can achieve its intended outcome(s)

b) prevent, or reduce, undesired effects, and

c) achieve continual improvement.

Please refer the *‘Procedure for OHSMS Planning and Management Review (HMR-H-M-PR-01)’* for more details.

**6.1.2 Hazard identification and assessment of risks and opportunities**

**6.1.2.1 Hazard identification**

Our organisation has already established, implemented and maintaining processes for hazard identification that is ongoing and proactive.

Please refer the *‘Procedure for Hazard Identification and Assessment of OHS Risks and Opportunities (HMR-H-M-PR-05)’* for more details.

**6.1.2.2 Assessment of OH&S risks and other risks to the OH&S management system**

The organisation has already established, implemented and maintaining a process to:

1. assess OH&S risks from the identified hazards, while taking into account the effectiveness of existing controls
2. determine and assess the other risks related to the establishment, implementation, operation and maintenance of the OH&S management system.

Please refer the *‘Procedure for Hazard Identification and Assessment of OHS Risks and Opportunities (HMR-H-M-PR-05)’* for more details.

**6.1.2.3 Assessment of OH&S opportunities and other opportunities for the OH&S management system**

Our organisation has already established, implemented and maintaining a process to:

1. OH&S opportunities to enhance OH&S performance, while taking into account planned changes to the organisation, its policies, its processes or its activities and:

1) opportunities to adapt work, work organisation and work environment to workers

2) opportunities to eliminate hazards and reduce OH&S risks

b) other opportunities for improving the OH&S management system.

Please refer the *‘Procedure for Hazard Identification and Assessment of OHS Risks and Opportunities (HMR-H-M-PR-05)’* for more details.

**6.1.3 Determination of legal requirements and other requirements**

Our organisation has already established, implemented and maintaining a process to:

1. determine and have access to up-to-date legal requirements and other requirements that are applicable to its hazards, OH&S risks and OH&S management system
2. determine how these legal requirements and other requirements apply to the organisation and what needs to be communicated
3. take these legal requirements and other requirements into account when establishing, implementing, maintaining and continually improving its OH&S management system.

Please refer the *‘Procedure for Determination and Compliance Evaluation of Legal and Other Requirements (HMR-H-M-PR-06)’* for more details.

**6.1.4 Planning action**

Our organisation would plan:

1. actions to:
2. address these risks and opportunities
3. address legal requirements and other requirements
4. prepare for and respond to emergency situations
5. how to:
6. integrate and implement the actions into its OH&S management system processes or other business processes
7. evaluate the effectiveness of these actions.

The organisation shall take into account the hierarchy of controls and outputs from the OH&S management system when planning to take action.

When planning its actions, our organisation would consider best practices, technological options and financial, operational and business requirements.

**6.2 OH&S objectives and planning to achieve them**

**6.2.1 OH&S objectives**

The organisation has established OH&S objectives at relevant functions and levels in order to maintain and continually improve the OH&S management system and OH&S performance.

We ensure that our OH&S objectives are …

1. consistent with the OH&S policy
2. measurable (if practicable) or capable of performance evaluation
3. take into account:

1) applicable requirements

2) the results of the assessment of risks and opportunities

3) the results of consultation with workers and workers’ representatives

d) monitored

e) communicated, and

f) updated as appropriate.

Please refer the section *OH&S Policy and Objectives (HMR-H-M-GN-04)* also.

**6.2.2 Planning to achieve OH&S objectives**

When planning how to achieve its OH&S objectives, our organisation would determine:

1. what will be done
2. what resources will be required
3. who will be responsible
4. when it will be completed
5. how the results will be evaluated, including indicators for monitoring, and
6. how the actions to achieve OH&S objectives will be integrated into the organisation’s business processes.

Please refer the *‘Procedure for OHSMS Planning and Management Review (HMR-H-M-PR-01)’* for more details.

**7.1 Resources**

From time-to-time, our organisation would determine and provide the resources needed for the establishment, implementation, maintenance and continual improvement of the OH&S management system.

Please refer the *‘Procedure for OHSMS Planning and Management Review (HMR-H-M-PR-01)’* for more details.

**7.2 Competence**

Our organisation ensures that personnel working for the organisation are competent (including the ability to identify hazards) on the basis appropriate education, training or experience.

Please refer the *‘Procedure for OH&S Competence Evaluation and Training (HMR-H-M-PR-02)’* for more details.

**7.3 Awareness**

Workers are made aware of:

1. the OH&S policy and OH&S objectives
2. their contribution to the effectiveness of the OH&S management system, including the benefits of improved OH&S performance
3. the implications and potential consequences of not conforming to the OH&S management system requirements
4. incidents and the outcomes of investigations that are relevant to them
5. hazards, OH&S risks and actions determined that are relevant to them
6. the ability to remove themselves from work situations that they consider present an imminent and serious danger to their life or health, as well as the arrangements for protecting them from undue consequences for doing so.

Please refer the *‘Procedure for OH&S Competence Evaluation and Training (HMR-H-M-PR-02)’* for more details.

**7.4 Communication**

Our organisation has already established, implemented and maintaining the processes needed for the internal and external communications relevant to the OH&S management system.

Please refer the *‘Procedure for Internal and External Communication (HMR-H-M-PR-04)’* for more details.

**7.5 Documented information**

Our organisation’s OH&S management system includes:

1. documented information required by the ISO45001:2018 standard
2. documented information determined by the organisation as being necessary for the effectiveness of the OH&S management system.

The extent of documented information for the OH&S management system is determined by:

* the size of organisation and its type of activities, processes, products and services
* the need to demonstrate fulfilment of legal requirements and other requirements
* the complexity of processes and their interactions
* the competence of workers.

Please refer the *‘Procedure for Management of Documented Information (HMR-H-M-PR-17)’* for more details.

**8.1 Operational planning and control**

**8.1.1 General**

The organisation has already planned, implemented, controlling and maintaining the processes needed to meet requirements of the OH&S management system, and to implement the actions determined in planning stage (clause 6), by:

1. establishing criteria for the processes
2. implementing control of the processes in accordance with the criteria
3. maintaining and retaining documented information to the extent necessary to have confidence that the processes have been carried out as planned
4. adapting work to workers.

Please refer the ‘*Procedure for Operational Planning and Control (HMR-H-M-PR-07)’* for details.

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

The organisation has established, implemented and maintaining processes for the elimination of hazards and reduction of OH&S risks using the following hierarchy of controls:

1. eliminate the hazard
2. substitute with less hazardous processes, operations, materials or equipment
3. use engineering controls and reorganisation of work
4. use administrative controls, including training
5. use adequate personal protective equipment.

Please refer the *‘Procedure for Eliminating Hazards and Reducing OH&S Risks (HMR-H-M-PR-08)’* for details.

**8.1.3 Management of change**

Our organisation has already established processes for the implementation and control of planned temporary and permanent changes that impact OH&S performance, including:

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

- workplace locations and surroundings

- work organisation

- working conditions

- equipment

- work force

b) changes to legal requirements and other requirements

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

d) developments in knowledge and technology.

The organisation would review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

Please refer the *‘Procedure for Management of Change (HMR-H-M-PR-09)’* for details.

**8.1.4 Procurement**

The organisation has already established, implemented and maintaining the processes to control the procurement of products and services (primarily through its Quality management System) in order to ensure their conformity to its OH&S management system.

The controls are in place for contractors’ work as well as the processes operated through outsourcing.

Please refer the *‘Procedure for Control of Procurement of Products and Services (HMR-H-M-PR-10)’* for details.

**8.2 Emergency preparedness and response**

Our organisation has already established, implemented and maintaining a process needed to prepare for and respond to potential emergency situations, including:

1. establishing a planned response to emergency situations, including the provision of first aid
2. providing training for the planned response
3. periodically testing and exercising the planned response capability
4. evaluating performance and, as necessary, revising the planned response, including after testing and, in particular, after the occurrence of emergency situations
5. communicating and providing relevant information to all workers on their duties and responsibilities
6. communicating relevant information to contractors, visitors, emergency response services, government authorities and, as appropriate, the local community, and
7. taking into account the needs and capabilities of all relevant interested parties and ensuring their involvement, as appropriate, in the development of the planned response.

Please refer the *‘Procedure for Handling of Emergency Situations (HMR-H-M-PR-11)’* for details.

**9.1 Monitoring, measurement, analysis and performance evaluation**

**9.1.1 General**

Our organisation has established, implemented and maintaining processes for monitoring, measurement, analysis and performance evaluation.

Please refer the *‘Procedure for Monitoring, Measurement, Analysis and Evaluation (HMR-H-M-PR-12)’* and the *‘Procedure for Maintenance and Calibration of Measuring Equipment (HMR-H-M-PR-13)’* for details.

**9.1.2 Evaluation of compliance**

Our organisation has also established, implemented and maintaining processes for evaluating compliance with legal requirements and other requirements.

Please refer the *‘Procedure for Determination and Compliance Evaluation of Legal and Other Requirements (HMR-H-M-PR-06)’* for details.

**9.2 Internal audit**

We conduct internal audits at planned intervals to provide information on whether the OHSMS …

1. conforms to the organisation’s own requirements for its OH&S management system, including the OH&S policy and OH&S objectives and the requirements of the ISO45001:2018 standard, and
2. is effectively implemented and maintained.

Please refer the *‘Procedure for Internal OHSMS Audit (HMR-H-M-PR-14)’* for details.

**9.3 Management review**

The top management would review the organisation’s OH&S management system, at planned intervals, to ensure its continuing suitability, adequacy and effectiveness.

Please refer the *‘Procedure for OHSMS Planning and Management Review (HMR-H-M-PR-01)’* for details.

**10.1 General**

Our organisation would determine opportunities for improvement (through performance evaluation, etc.) and implement necessary actions to achieve the intended outcomes of its OH&S management system.

**10.2 Incident, nonconformity and corrective action**

We have established, implemented and maintaining processes, including reporting, investigating and taking action, to determine and manage incidents and nonconformities.

Corrective actions are chosen in such a way that they are appropriate to the effects or potential effects of the incidents or nonconformities encountered.

Please refer the *‘Procedure for Incident Investigation (HMR-H-M-PR-15)’* and the *‘Procedure for Non-conformity Handling and Corrective Action (HMR-H-M-PR-16)’* for details.

**10.3 Continual improvement**

The organisation would continually improve the suitability, adequacy and effectiveness of the OH&S management system, by:

1. enhancing OH&S performance
2. promoting a culture that supports an OH&S management system
3. promoting the participation of workers in implementing actions for the continual improvement of the OH&S management system
4. communicating the relevant results of continual improvement to workers, and, where they exist, workers’ representatives, and
5. maintaining and retaining documented information as evidence of continual improvement.