

**QUALITY MANAGEMENT SYSTEM**

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**ENVIRONMENTAL MANAGEMENT  
SYSTEM**

**OCCUPATIONAL HEALTH AND SAFETY  
MANAGEMENT  
SYSTEM**

\*\*\*\*\*

**MANUAL**

*Type Your Company Name*

*Street Address*

*City, State Zip*

*Here*

# INSERT COMPANY NAME/LOGO HERE

## Quality, Environmental and Occupational Health and Safety Manual – SMS-006

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# INSERT COMPANY NAME/LOGO HERE

## Quality, Environmental and Occupational Health and Safety Manual – SMS-006

### Section A Scope of the Integrated Management System

To determine and establish the scope of the Integrated Management System (IMS) **Your Company** determined the boundaries and applicability of the quality, environmental, and health and safety systems and considered the external and internal issues, the requirements of the workers and other relevant interested parties, the activities, the processes, and the products and services that are within the company's control or influence and that can impact performance.

The scope is available and maintained as documented information stating the products and services covered by the IMS.

#### Scope of the Quality, Environmental and OHSMS.

**Your Company** applies all the requirements of ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018 when they are applicable within the determined scope of the IMS.

As developed with procedure P-400 for Organizational context, include the scope of your IMS here: For example, if you are a manufacturer of toys, the scope may be:

The scope of the Quality, Environmental and Health and Safety Management System includes the major product and service categories associated with the primary functions of manufacturing wooden toys at the North Pole location and distributing product to children of all ages.

Conformity to the international standard may only be claimed if the requirements determined as not being applicable do not affect the organization's ability or responsibility to meet requirements. In the event that any requirement is not applicable at **Your Company**, justification for any instance where a requirement cannot be applied is documented.

**Your Company** has determined that the following requirement(s) is/are not applicable to the operations at this site: \_\_\_\_\_.

As determined with procedure P-400, identify the requirement(s) that do not apply and document the justification here: For example, if you are a manufacturer of toys, a requirement that does not apply may be:

Clause 8.5.5 for post-delivery activities does not apply to the company. Customer feedback has shown that conformity to post-delivery services is achieved with the initial delivery.

### Section B References

- a. Normative reference
  - ISO 9000:2015 Quality Management Systems – Fundamentals and vocabulary.
  - There are no normative references for ISO 14001:2015.
  - There are no normative references for ISO 45001:2018.
- b. Definitions. Applicable definitions are included in documented procedures and instructions at par 3.0 to enhance the understanding of the process.

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**1.0 Purpose/Scope**

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- 1.1 To establish and maintain the leadership responsibilities and authority necessary to ensure top management at **Your Company** is committed to supporting the requirements of the Integrated Management System (IMS).
- 1.2 The procedure applies to **Your Company's** stated commitments and aspirations to performance, integrity and reliability of **products and services** through the operation of a Quality Management System (QMS), an Environmental Management System (EMS), and an Occupational Health and Safety Management System (OHS) as an integrated management system (IMS).

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**2.0 Responsibilities and Authorities**

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- 2.1 The **President** has the prime responsibility and approval authority for this procedure.
- 2.2 **Top management** is responsible to demonstrate leadership and commitment with respect to the IMS.
- 2.3 **Top management** is responsible to ensure that **Your Company's** IMS conforms to the requirements of the ISO standards and is established, implemented, and maintained.

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**3.0 References and Definitions**

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- 3.1 This document addresses clause 5 of the ISO 9001:2015 and the ISO 14001:2015 standards, covering leadership, and clause 5 of the ISO 45001:2018 standard, covering leadership and worker participation.
- 3.2 Top management: Person or group of people who direct and control an organization at the highest level.
- 3.3 **Include your definition of top management here and include the group that makes up the IMS Team.**

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**4.0 Resources**

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- 4.1 None

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**5.0 Instructions**

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- 5.1 Leadership and commitment to the Integrated Management System (IMS)
  - 5.1.1 **Top management** ensures that the IMS is established, implemented, and maintained in a planned and systematic manner.
    - This is accomplished with the appointment of an **IMS team leader** as the project manager with specific responsibility for the IMS, and the selection of a supporting **IMS team**.

**Resource Management**

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**1.0 Purpose/Scope**

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- 1.1 This procedure describes the process to determine and provide the resources needed for the Integrated Management System (IMS) at [Your Company](#).
- 1.2 The procedure applies to the resources required to meet the intended outcomes of the QMS, the EMS, and the OHS as an integrated management system (IMS).

**2.0 Responsibilities and Authorities**

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- 2.1 The [Operations manager](#) has the prime responsibility and approval authority for this procedure.
- 2.2 In support of the [Operations manager](#), the [IMS team](#) is responsible to determine and provide the resources needed to establish, implement, maintain, and continually improve the IMS.
- 2.3 The [Maintenance manager](#) is responsible for the preventive maintenance of facilities and equipment.

**3.0 References and Definitions**

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- 3.1 This document addresses clause 7.1 of the ISO 9001:2015, the ISO 14001: 2015 and ISO 45001:2018 standards covering resources.
- 3.2 Definitions, see par 5.3.1 and 5.3.2

**4.0 Resources**

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- 4.1 None, ([unless an electronic preventive maintenance tracking system is used](#)).

**5.0 Instructions**

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- 5.1 The [IMS team](#) determines and provides the resources needed for the IMS.
  - 5.1.1 With procedure P-600 for planning of the IMS and procedures P-810, along with P-811 and P-815 for QMS, EMS, and OHS operational planning and control, the capabilities of and constraints on existing internal resources are considered.
  - 5.1.2 In support of the above planning procedures, the procedure P- 720 for Competence, awareness and training is maintained to manage the people needed for an effective IMS.
  - 5.1.3 With the planning procedures, consideration is given to the resources to be obtained externally. Procedure P-840 for the Control of external providers is established.
  - 5.1.4 In support of the planning procedures, the procedure P-851 for Control of production and service provision is established to provide and maintain

**QMS-Operational Planning and Control**

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**1.0 Purpose/Scope**

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- 1.1 The purpose of this procedure is to establish the method for the planning of the processes required for the IMS at [Your Company](#).
- 1.2 The procedure applies to the processes necessary and implemented to meet the QMS requirements for the provision of [products and services](#) as part of the integrated management system (IMS).

**2.0 Responsibilities and Authorities**

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- 2.1 The [Operations manager](#) has the prime responsibility and approval authority for this procedure.
- 2.2 In support of the [Operations manager](#), the [IMS team / IMS team](#) is responsible for identifying the processes to be included in the QMS.
- 2.3 The [IMS team / IMS team](#) is responsible for assigning responsibility to a [project manager or design engineer](#) for the quality planning for new products, processes, or projects.

**3.0 References and Definitions**

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- 3.1 References
  - 3.1.1 This document relates to clause 8.1 of the ISO 9001:2015 standard, Operational planning and control.
- 3.2 Definitions
  - 3.2.1 Production processes: Processes that contribute or result in the product or service being produced or the product or service being provided.

**4.0 Resources**

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- 4.1 None

**5.0 Instructions**

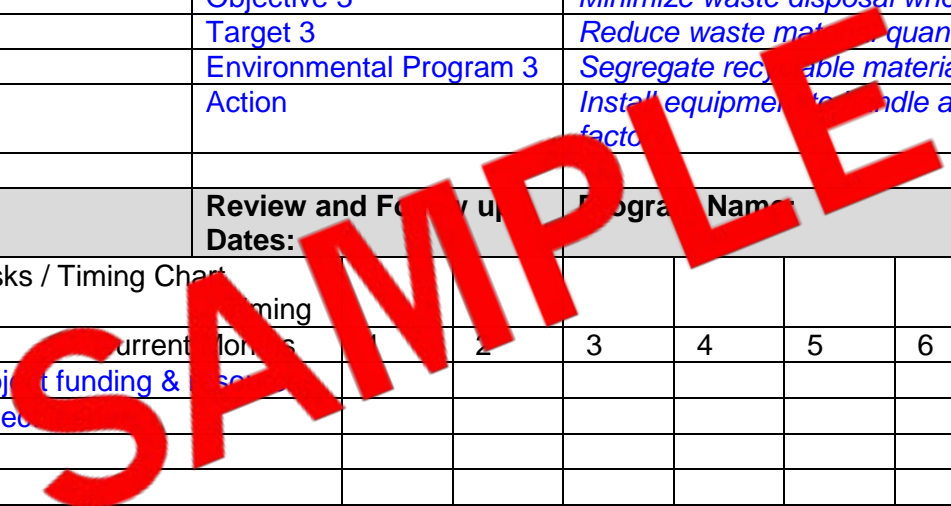
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- 5.1 In support of the planning procedure P-610 for QMS-Risk management planning, this procedure addresses operational planning and control.
  - 5.1.1 To establish, implement, maintain, and continually improve the QMS, the [IMS team / IMS team](#) determines the processes needed, their interaction and their application throughout the company.
  - 5.1.2 Process flow diagrams, such as [FD-810-001](#) are prepared and represent each step in the [manufacturing or service](#) process and include other relevant factors associated with the steps.
- 5.2 In support of the [Operations manager](#), the [IMS team / IMS team](#) plans,

WI-622-003 Example – from F-612-003 Program planning worksheet

**ACTION PLAN & TIMING CHART - DEVELOPMENT OF ENVIRONMENTAL PROGRAM**

COMMITMENT and POLICY	PLANNING	PROCESS											
Environmental Policy Commitment 3 -- <b>WASTE DISPOSAL</b> --	Program Instruction WI-622-003	<i>Protect Natural Resource of EARTH</i>											
	Objective 3	<i>Minimize waste disposal wherever technically and commercially practical</i>											
	Target 3	<i>Reduce waste material quantities to landfills by 15 % of present level within 1 year</i>											
	Environmental Program 3	<i>Segregate recyclable materials and separate waste for landfills</i>											
Date started:	Action	<i>Install equipment to handle and recycle materials and reduce waste at main factory</i>											
<b>Project Leader</b>	<b>Review and Follow up Program Name Dates:</b>												
Description / Major Tasks / Timing Chart	1	2	3	4	5	6	7	8	9	10	11	12	
P-PLAN. Confirm project funding & resources													
Identify project													
D-DO. Select required equipment													
Purchase, install equipment													
Try out & test process													
C-CHECK. Identify operational controls - WI'S													
Maintenance													
Review program - monthly													



**INSERT YOUR COMPANY LOGO/NAME HERE**

**A-520-003**

**Occupational Health and Safety Policy**

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**OH&S POLICY**

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**OH&S OBJECTIVES**

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-----  
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**Top Management Approvals:**

Title: ----- Name -----, Date -----

Title: ----- Name -----, Date -----

Title: ----- Name -----, Date -----

Title: ----- Name -----, Date -----

Title: ----- Name -----, Date -----

**SAMPLE**



# INSERT YOUR COMPANY LOGO/NAME HERE

A-520-003

## Occupational Health and Safety Policy

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Examples / Options:

### OH&S POLICY

- YOUR COMPANY Occupational Health and Safety Policy is to prevent injury and ill health to our workforce and to continually improve the performance of the OH&S management system, while complying to applicable legal and other requirements.

To this end: All supervisors are responsible for ensuring that their employees are trained in approved work procedures to obtain optimum output without accidents and injuries and to ensure that employees follow safe work methods and related regulations.

All personnel are required to support the OH&S program and make health and safety a part of their daily routine and to ensure that they are following safe work methods.

All personnel will be held accountable for implementing the OH&S program.

All relevant laws and regulations are incorporated in our program.

### OBJECTIVE

By continually improving the Occupational Health and Safety Management System, YOUR COMPANY is committed to satisfying any interested party with excellence in health and safety performance that comply consistently with current legislation and regulations, at the best possible cost and delivered on a timely basis.

### CORPORATE MISSION – (optional)

- The mission of YOUR COMPANY is to be a low-cost, profitable, provider of toy systems for children of all ages. We support the empowerment of the workforce and the utilization of a safe workplace resulting in competitive and innovative quality products for customers while providing a healthy work environment and creating a positive long-term social, cultural, and economic benefit for the region and its people, employees, customers, suppliers and stakeholders.
- YOUR COMPANY shares with the community, important responsibilities for a health and safety environment in which we live and work. We support the responsible stewardship of human resources in the workplace where responsible stewardship, combined with a continual improvement process, makes possible sustained economic development and an improved quality of life.

**We are committed to “A SAFE AND HEALTHY WORKPLACE”**

President: \_\_\_\_\_

Date: \_\_\_\_\_

Date Approved _____	<b>GUIDELINES FOR EMS OBJECTIVES AND TARGETS</b>	DATA Form A-620-001
<p><b>Objectives can include commitments to:</b></p> <ul style="list-style-type: none"> <li>• Reduce waste and the depletion of resources</li> <li>• Reduce or eliminate the release of pollutants into the environment</li> <li>• Design products to minimize their environmental impact in production, use and disposal</li> <li>• Control the environmental impact of raw material sourcing</li> <li>• Minimize any significant adverse environmental impact of new developments</li> <li>• Promote environmental awareness among employees and the community.</li> </ul> <p><b>Progress towards the objective targets can generally be measured using environmental performance indicators such as:</b></p> <ul style="list-style-type: none"> <li>• Quantity of raw materials or energy used</li> <li>• Quantity of emissions such as Carbon dioxide, CO<sub>2</sub></li> <li>• Waste produced per quantity of finished product</li> <li>• Efficiency of material and energy used</li> <li>• Number of environmental incidents (e.g. excursions above limits)</li> <li>• Number of environmental accidents (e.g. unplanned releases)</li> <li>• Percentage waste recycled</li> <li>• Percentage recycled material used in packaging</li> <li>• Number of vehicle kilometers per unit of production</li> <li>• Specific pollutant quantities, e.g. NO, SO<sub>2</sub>, CO, HC, Pb, CFCS</li> <li>• Investment in environmental protection</li> <li>• Number of prosecutions</li> <li>• Land area set aside for wildlife habitat.</li> </ul> <p><b>An integrated Example:</b></p> <p>Objective: Reduce energy required in manufacturing operations                  Target: Achieve 10% reduction of the previous year                  Indicator: Quantity of fuels and electricity per unit of production</p>		

*The examples outlined below do not list all the possible items for assessing office conditions. A better checklist for your office workplace is one that covers your specific needs.*

Reviewed by:		Date:	
	<b>Comments / Observations</b>	<b>OK = Under Control</b>	<b>X = Needs Attention</b>
<b>BULLETIN BOARDS AND SIGNS</b>			
Are they clean and readable?			
Is the material changed frequently?			
<b>FLOORS</b>			
Is there loose material, debris, worn carpeting?			
Are the floors slippery, oily, or wet?			
<b>STAIRWAYS AND AISLES</b>			
Are they clear and unblocked?			
Are stairways well lighted?			
Are handrails, handholds in place?			
Are the aisles marked and visible?			
<b>EQUIPMENT</b>			
Are guards, screens, and sound absorbing devices in place and working?			
Is the furniture safe?			
- worn or badly designed chairs			
- sharp edges on desks and cabinets			
- poor ergonomics (keyboard elevation, chair adjustment)			
- crowding			
Are ladders safe, and well maintained?			
<b>EMERGENCY EQUIPMENT</b>			
Is all fire control equipment regularly tested and certified?			
Is fire control equipment appropriate for the type of fire it must control?			



**INSERT COMPANY NAME/LOGO HERE**

**F-740-003**  
**Incident Report**

<b>INCIDENT REPORT – IR</b>	
Department or Area Affected: _____	
Date and Time of Incident: _____	
Reported to: _____ Date: _____ Time: _____	
Location of Incident: (Nearest landmark, etc): _____ _____	
Nature of Incident: <i>For example:</i> <i>-What equipment was found to be out of calibration,</i> <i>-What was spilled, where it was spilled, what amount was spilled?</i> _____ _____	
Cause of Incident: _____ _____	
Immediate response: Action taken: _____ _____ _____	
Environmental Impacts: _____ _____	
Main Sewer, etc: _____	
IMS team member receiving incident report: _____ Date: _____	
Is the incident related to a regulatory non-compliance?      NO [ ]    YES [ ]	
If YES, a non-conformance report, F-740-004 is required to continue with the investigation process.	
If NO, a corrective action is required with the Corrective Action request, F-1020-001.	
Copies to: _____, _____, _____, _____ _____, _____, _____, _____	
Completed by: _____      Date: _____	

# INSERT YOUR COMPANY LOGO/NAME HERE

## F-750-002 Records Matrix

### Section R Records Documentation Matrix – Form F-750-002

This section of the IMS Manual contains the Records Documentation Matrix.

- The last column indicates where in the integrated system the documents are used.
- A sample of the latest attachment, form, registers, and flow diagram is included.
- Additional documented information relevant to attachments, forms, registers, and flow diagrams is outlined in the Records table, form F-750-004.

Doc #	Description of document	1st Rev. Date	Last Rev. Date	Used with Manual, Procedure, Instruction
<b>Attachments</b>				
A-520-001	Quality policy			SMS-006 / P-500 / P-740
A-520-002	Environmental policy			SMS-006 / P-500 / P-740
A-520-003	OH&S Policy			SMS-006 / P-500 / P-600 / P-740
A-530-001	Organization Chart			SMS-006 / P-500 / P-600 / P-740
A-600-001	P-D-C-A guidelines			P-600 / P-612
A-600-002	Impact-Aspect guidelines			P-612 / P-740
A-615-001	Hazards guidelines			P-615
A-620-001	EMS objective guidelines			P-612
A-620-002	QMS objective guidelines			P-615
A-800-001	Operational controls guidelines			P-810 / P-812 / P-815
<b>Forms</b>				
F-440-001	IMS Process identification worksheet			P-400 / P-600 / P-810 / P-851
F-440-002	Organizational context worksheet			P-400 / P-600 / P-615
F-540-001	Worker participation & consultation worksheet			P-500
F-600-001	Hazard identification-process worksheet			P-600 / P-615 / P-815
F-610-001	QMS-Risk and opportunity worksheet			P-610 / P-740 / P-1010
F-612-001	EMS-Initial review worksheet			P-612 / P-812 / P-911
F-612-002	EMS-Risk management worksheet			P-612 / P-740 / P-812 / P-911 / P-1010

**INSERT YOUR COMPANY LOGO/NAME HERE**

**F-820-001**  
**Client Assessment Report**

**CLIENT ASSESSMENT REPORT**

**Section A**

Date \_\_\_\_\_

Customer: \_\_\_\_\_

Customer contact: \_\_\_\_\_

Company representative: \_\_\_\_\_

Product/service ref: \_\_\_\_\_

**Section B**

General Description of Project Requirements:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Section C**

Additional client information and details of requirements:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Section D**

This assessment is not complete until, the client has responded to concerns relative to:

1. Are there any special (non-stated) Quality requirements?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Are there any special Regulations / Safety requirements?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Comments:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**SAMPLE**

**MANAGEMENT REVIEW OUTPUT REPORT**

Date of management review: \_\_\_\_\_ Date of Output report: \_\_\_\_\_

Management Review output report prepared by: \_\_\_\_\_

**Section 1**

Outputs of management reviews include decisions and/or actions related to the agenda items.

**1. The status of actions from previous management reviews,**

Report / Status:

Action:

**2. Changes in external and internal issues relevant to the OHSMS,**

**a. Changes to the needs and expectations of interested parties**

Report / Status:

Action:

**b. Changes to the legal requirements,**

Report / Status:

Action:

**c. Changes to OH&S risks and OH&S opportunities,**

Report / Status:

Action:

**3. Extent to which the OH&S policy and OH&S objectives are met.**

Report / Status:

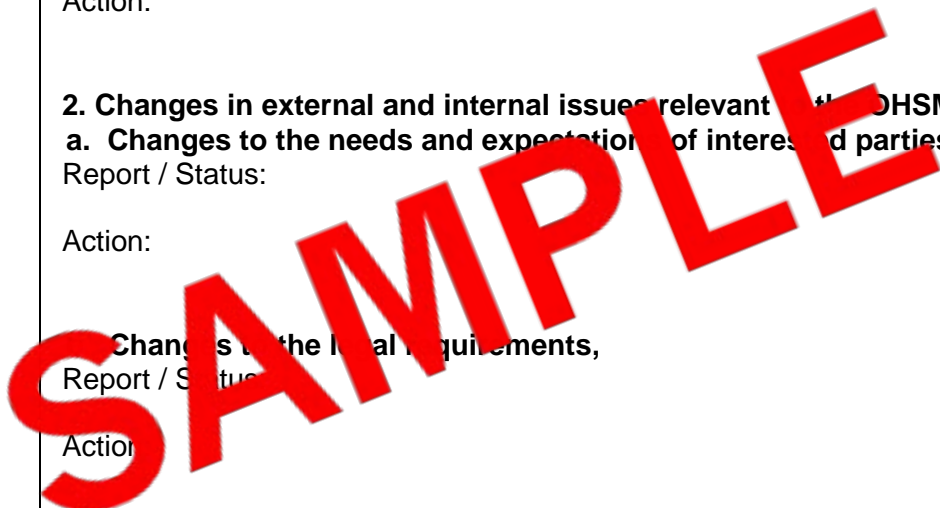
Action:

**4. Information on the OH&S performance, including trends in:**

**a. Incidents, nonconformities, corrective actions, and continual improvement,**

Report / Status:

Action:



This flow diagram **FD-850-001** provides a graphical representation of the interaction of clause 8.5, Production and service provision, clause 8.6, Release of products and services, and clause 8.7, Control of nonconforming process outputs, products, and services, of the ISO 9001:2015 standard.

