UNIQUE GROUP

ISO 9001, ISO 14001 & OHSAS 18001

Prepared By: ____________________________
HSE & IMS Manager

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Approved By: ____________________________
Chief Executive Officer
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1.1 Company Profile

Unique Maritime Group (UG) is driven by one priority - to provide a responsive, competent and comprehensive service to industry. The company’s capabilities extend from initial customer evaluation to sales, rental and service of a wide range of products to a diverse portfolio of customers in many industry sectors.

Our strength lies in our team, all of who come from an industrial background. They understand the priorities, problems and constraints that our clients often have to deal with and can therefore provide more effective support.

One aspect of the company’s commitment to client service is the implementation and maintenance of an Integrated Management System meeting the requirements of ISO 9001: 2000, ISO 14001 & OHSAS 18001. This IMS Manual provides a brief overview of the system, and also acts as a signpost to other applicable procedures and associated documentation.

1.2 Address

P.O. Box, 42505
Hamriyah Free Zone
Sharjah, UAE
Tel: (971) 6 513 03 33 Fax: (971) 6 513 04 44
E-mail: info@uniquegroup.com
Web: http://www.uniquegroup.com/
2.1 Integrated Management System Policy

The prime objective of Unique Maritime Group FZC is to provide products and services in a manner, which conforms to our client’s requirements and all applicable regulatory requirements. In order to achieve this objective, it is the policy of our company to maintain an effective and efficient Occupational Health & Safety, Environmental and Quality Management System.

Quality Policy
As a Quality conscious organization, Unique Maritime Group FZC shall

- Understand and meet the requirements of our customers, suppliers, employees and our shareholders
- Continually improve our processes and services.
- Conform to regulatory requirements and, applicable international standards and codes.
- Improve competencies of the employees and provide opportunities for growth.

Environmental Policy
As an environment conscious organization, Unique Maritime Group FZC shall

- Comply with applicable environmental laws and regulations.
- Set internal standards and requirements, as needed.
- Apply practices and control technologies that minimize pollution to the extent possible.
- As appropriate, take corrective action where past practices have harmed the environment.
- Prevent pollution through reuse, recycling, and reduction.
- Ensure prompt actions are taken to situations endangering employees, customers, the general public, and the environment as a result of our activities.
- Ensure continuous improvement in our activities to prevent pollution of air, land and water.

Occupational Health and Safety Policy
As an occupational health and safety conscious organization, Unique Maritime Group FZC shall

- Comply with applicable occupational health and safety laws and regulations. Set internal standards and requirements, as needed.
- Apply practices and control technologies that minimize risk to the extent possible.
- Ensure prompt actions are taken to situations endangering employees, customers and the general public as a result of our activities.
- Ensure continuous improvement in its activities to prevent personal injury and / or property damage.

Unique Maritime Group FZC management is totally committed to the Integrated Management System program and expects all the employee’s to be strictly guided by the systems, procedures and processes laid down in our Integrated Management System manual.

It shall be ensured that this Integrated Management System Policy is communicated to personnel at all levels within the organization and to interested parties. This policy shall be the basis for establishing and reviewing Integrated Management System Objectives and Targets, and shall be reviewed for its continuing suitability at periodic intervals.

01 January 2007

Chief Executive Officer
3.1 Scope of Integrated Management System

The scope of the Integrated Management System at UNIQUE GROUP applies to:

- Sales, rental and servicing of off-shore survey equipment, sub-sea buoyancy products, and commercial diving products
- Sales and servicing of computer systems (hardware), provision of on-line / off-line maintenance of computer and website development
- NDT (Non-Destructive Testing), Sub sea ROV (Remote Operated Vehicles) and off shore DP (Dynamic Positioning) services
- Provision of services pertaining to valve flushing, lubrication and sealing services for on-shore and off-shore industries


There are no exclusions to the requirements of ISO 9001: 2000 “Quality Management Systems - Requirements, ISO 14001: 2004 “Environmental Management Systems” - Requirements with Guidance for Use”, and OHSAS 18001: 1999 “Occupational Health & safety Management Systems - Specification“. This manual and the integrated management system it describes are applicable to all activities managed by UNIQUE GROUP and to all areas of its operations. Should the nature of business change significantly, steps will be taken to redefine the official scope of registration.
### 3.2 OHSAS 18001, ISO 14001, and ISO 9001 (IMS Manual) Cross-Linkages


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4.0 Integrated Management System


4.1 General Requirements


In order to achieve the stated requirements of the Integrated Management System Policy, UNIQUE GROUP has established, documented and implemented an Integrated Management System, and shall continually improve its effectiveness in accordance with the requirements of ISO 9001: 2000, ISO 14001: 2004 and OHSAS 18001: 1999 Standards.

UNIQUE GROUP has

- identified processes needed for the Integrated Management System and their application throughout the organization.
- determined the sequence and interaction of these processes.
- determined criteria and methods needed to ensure that both the operation and control of these processes are effective.
- ensured the availability of resources and information necessary to support the operation and monitoring of these processes.

UNIQUE GROUP ensures

- monitoring, measurement and analysis of the processes.
- implementation of action necessary to achieve planned results and continual improvement of these processes.

Where UNIQUE GROUP chooses to outsource any process that affects product conformity with requirements, UNIQUE GROUP shall ensure control over such processes. Control of such outsourced processes shall be identified within the Integrated Management System.

References

- Process Maps
  - UG-FC-HL-01 Integrated Management System
  - UG-FC-HL-02 Management Responsibility
  - UG-FC-HL-03 Resource Management
  - UG-FC-HL-04 Measurement, Analysis & Improvement
4.2 Documentation Requirements


4.2.1 General

(ISO 9001: 2000 Clause 4.2.1)

The Integrated Management System at UNIQUE GROUP is structured as described below:

**Integrated Management System Manual**

**Procedures & Process Maps**
Systems to define and control activities performed.

**Work Instructions / Standard Operating Procedures**
Systems to define how specific tasks are carried out.

**Specific Documents**
Specific documents describing specific requirements. E.g. job description, specifications, etc.

**Forms**
Performa used for recording activity / operational information

**Records**
Evidence of activities performed recorded either in a form or otherwise

**Reference**
- UG-P-MS-02 Document & Record Control
4.2.2 Integrated Management System Manual

(ISO 9001: 2000 Clause 4.2.2)

4.2.2.1 Purpose of Integrated Management System Manual

The Integrated Management System Manual provide an overview of the organization for quality, environment, and occupational health & safety function, and control mechanisms used in achieving good quality products and services, environmental protection, and healthy & safe work environment.

The Integrated Management System Manual does not include procedures, process maps, specifications or work methods. These are found in the appropriate lower level of documents.

The Integrated Management System Manual is also used for a number of other purposes, including:

- communicating the company’s policy and requirements.
- implementing an effective Integrated Management System.
- providing improved control of practices and facilitating quality assurance, occupational health & safety protection activities.
- providing the documented base for auditing Integrated Management System.
- providing continuity of the Integrated Management System and its requirements during changing circumstances.
- training employees in the Integrated Management System requirements and method of compliance.
- presenting the Integrated Management System for external purposes.

All personnel are permitted access to the Integrated Management System Manual and other Integrated Management System documents, when necessary. The contents of the Integrated Management System Manual reflect routines and practices adopted by UNIQUE GROUP. Suggestions for improvements on the effectiveness of systems and processes are actively encouraged.
4.2.2.2 Numbering of Integrated Management System Manual

Each section of the Integrated Management System Manual is numbered as follows:

- Section No. 1 to 3 for general sections
- Appendix
- Note: Each section may have sub-sections.

4.2.2.3 Revision Control

Revision number refers to revision of a section of the Integrated Management System Manual, starting from 0 and numerically increasing by 1 for each revision of the Integrated Management System Manual. The nature of revisions is recorded in the “Manual Revision History” and also indicated by a line on the right hand side of the revised section.

4.2.2.4 Issue Control

The Integrated Management System Manual is issued on the authority of the CEO of UNIQUE GROUP. The control of issue is as per procedure for “Document and Record Control”. Controlled copies of the Integrated Management System Manual are registered and distributed to controlled copy holders. Uncontrolled copies “that are not updated” may be issued with the approval of Management Representative to customers or other agencies for specified requirements.

4.2.2.5 Review of Integrated Management System Manual

The Integrated Management System Manual and its related systems are reviewed during internal audits to affirm that current practices conform to requirements stated in the Integrated Management System Manual. Any amendments to the Integrated Management System Manual is carried out as per procedure for “Document and Record Control”.

Reference

- UG-P-MS-02 Document & Record Control
- UG-P-MS-03 Internal Audit
4.2.3 Document Control

(International Standards ISO 9001: 2000 Clause 4.2.3, ISO 14001:2004 Clause 4.4.5 & OHSAS 18001: 1999 Clause 4.4.5)

Integrated Management System manual, procedures, process maps, work instructions, third level documents and forms carries unique identification number, document title, revision status, and the signatures (as applicable) of the person who have prepared, checked / reviewed and approved the document. The documents are controlled as per the procedure for “Document & Record Control”.

Management Representative / Department Head(s) ensures that:

- periodic review (at least yearly) and revision (as necessary) of all documents.
- current versions of appropriate documents are available at all locations where activities essential to the effective functioning of the Integrated Management System are performed.
- invalid / superseded / obsolete documents are promptly removed from all points of issue and use.
- obsolete documents if any required for legal / knowledge preservation purpose are suitably identified.
- national and international standards, specifications, codes, regulatory or legal requirements, drawings, other externally originated documents, etc being used are updated, controlled and distributed.
- documents are legible, readily identifiable and maintained in an orderly manner

Documents are stored and maintained in a way to prevent damage, deterioration or loss and is readily retrievable.

Documents are maintained in hard copy and in electronic media. Adequate backup is provided for the documents maintained in the electronic media.

Reference

- UG-P-MS-02 Document & Record Control

4.2.4 Record Control

(International Standards ISO 9001: 2000 Clause 4.2.4, ISO 14001:2004 Clause 4.5.4 & OHSAS 18001: 1999 Clause 4.5.3)

Complete and sufficient records are generated to demonstrate conformance to Integrated Management System requirements. All Integrated Management System documents clearly indicate the record pertaining to it. A “List of Records” is maintained which indicates the responsibility of maintenance and the period of storage of records. This period is extended, if necessary.
Integrated Management System records are identifiable, legible and traceable to the activities involved. Integrated Management System records are indexed, identified, stored and maintained in accordance with the requirements of associated procedure.

Records are stored and maintained in a way to prevent damage, deterioration or loss and is readily retrievable.

Records are maintained in hard copy and in electronic media. Adequate backup is provided for the records maintained in the electronic media.

Reference
- UG-P-MS-02 Document & Record Control
5.0 Management Responsibility  
(ISO 9001: 2000 Clause 5)

5.1 Management Commitment  
(ISO 9001: 2000 Clause 5.1, ISO 14001:2004 Clause 4.2 & 4.4.1, & OHSAS 18001: 1999 Clause 4.2 & 4.4.1)

The management of UNIQUE GROUP is responsible for providing evidence of the commitment to the development and implementation of the Integrated Management System and continually improving its effectiveness by
- establishing Integrated Management System Policy and Objectives
- communicating to all functions the importance of meeting, customer, legal and regulatory requirements
- conducting periodic management reviews and evaluating performance of the Integrated Management System
- ensuring provision of resources such as trained and competent manpower, information technology, equipment, finance, etc.

References
- UG-P-MS-01 Management Review
- UG-P-MS-02 Document & Record Control
- UG-P-MS-04 Employee Competency & Training
- UG-P-MS-06 Objectives and Targets
- UG-P-MS-08 Legal Requirements Review
- UG-P-MS-09 Communication

5.2 Customer Focus  
(ISO 9001: 2000 Clause 5.2, ISO 14001:2004 Clause 4.3.1, 4.3.2 & 4.6 & OHSAS 18001: 1999 Clause 4.3.1, 4.3.2 & 4.6)

UNIQUE GROUP understands and strives to meet the needs and expectations of the customers, ensuring total customer satisfaction. To ensure this objective, the management has provided resources to establish appropriate systems.

References
- UG-P-MS-01 Management Review
- UG-P-MS-07 Monitoring & Measurement
- UG-P-MS-08 Legal Requirements Review
- UG-P-HSE-01 Environmental Aspects & Impacts
- UG-P-HSE-02 Hazard Identification & Risk Assessment

5.2.1 Legal and Other Requirements  
(ISO 9001: 2000 Clause 5.2 & 7.2.1, ISO 14001:2004 Clause 4.3.2 & OHSAS 18001: 1999 Clause 4.3.2)
Management Representative coordinates on continuous basis with federal and local governmental agencies, industry associations or professional services for an update of any regulatory changes, new or proposed regulatory issues that may be applicable to company’s activities and products. These requirements are listed in the “List of Documents” and communicated to employees and interested parties. These documents are kept up-to-date by ensuring that the most recent issue of the document is available.

References
- UG-P-MS-02 Document & Record Control
- UG-P-MS-08 Legal Requirements Review

5.3 Integrated Management System Policy


UNIQUE GROUP has established an Integrated Management System Policy that is relevant to needs of the organization and nature and scale of environmental impacts, and health & safety and environmental risks. Integrated Management System Policy includes commitment to comply with organizational and regulatory requirements, and commitment to continual improvement of the Integrated Management System. Integrated Management System Policy is the basis for setting objectives and targets. UNIQUE GROUP management ensures that the Integrated Management System Policy is communicated and understood by all employees, and be available to interested parties. UNIQUE GROUP reviews the Integrated Management System Policy for its continued suitability during management review meetings.

Refer section 2.0 of this Integrated Management System Manual.

5.3.1 Communication of Integrated Management System Policy


The management ensures that all employees and interested parties are aware of the requirements of the Integrated Management System Policy.

This is achieved through:
- displaying Integrated Management System Policy at important locations.
- training of all staff about Integrated Management System Policy and objectives.
- ensuring requirements of the Integrated Management System are informed to employees through issue / display of the Integrated Management System documents.
5.4 Planning

(ISO 9001: 2000 Clause 5.4)

5.4.1 Integrated Management System Objectives & Programs

(ISO 9001: 2000 Clause 5.4.1, ISO 14001:2004 Clause 4.3.3 & OHSAS 18001: 1999 Clause 4.3.3 & 4.3.4)

UNIQUE GROUP has established Integrated Management System objectives for Quality, Environment, and Occupational Health & Safety at applicable functions and levels in the organization considering quality improvement requirements, environmental aspects, occupational health & safety hazard & risks, technological options, financial, operational and business requirements, and views of interested parties. These objectives are measurable and consistent with the Integrated Management System Policy and are reviewed by the management and applicable functions at periodic intervals.

Management Representative and Department Heads are responsible for formulating Integrated Management System objectives and establishment of a program for the achievement of the objectives with responsibility, means and timescale. Progress against the Integrated Management System objectives is monitored and discussed during the management review meeting. Where necessary, the program is amended to address the changes in activities, products, services or operating conditions of the organization.

Reference
- UG-P-MS-06 Objectives and Targets

5.4.2 Integrated Management System Planning

(ISO 9001: 2000 Clause 5.4.2, ISO 14001:2004 Clause 4.3.3 & OHSAS 18001: 1999 Clause 4.3.3 & 4.3.4)

Integrated Management System planning is carried out considering the following
- identification and acquisition of needed equipment, resource and skills.
- allocation of resources, responsibilities and authority needed.
- identification of processes and suitable verification activities.
- planning of operational activities.
- implementation of Integrated Management System objectives.
- implementation of improvement programs.
- implementation of preventive actions.
- carrying out internal audits, training and calibration programs.

The management of UNIQUE GROUP ensures that the integrity of the Integrated Management System is maintained when changes to the Integrated Management System are planned and implemented.
5.4.3 Environmental Aspects

(ISO 9001: 2000 Clause 5.2, 7.2.1, 7.2.2, ISO 14001:2004 Clause 4.3.1)

UNIQUE GROUP has established and implemented a procedure to identify environmental aspects of UNIQUE GROUP activities, products and service and to exercise control over its significant environmental aspects. The significant aspects identified are used as a foundation for setting environmental objectives and targets.

All information relating to significant aspects and its impacts are kept up-to-date and reviewed yearly.

References
UG-P-HSE-01 Environmental Aspects & Impacts

5.4.4 Planning for Hazard Identification, Risk Assessment & Risk Control

(ISO 9001: 2000 Clause 5.2, 7.2.1, 7.2.2, OHSAS 18001: 1999 Clause 4.3.1)

UNIQUE GROUP has established and implemented a procedure for identification of hazards, the assessment of risks, and implementation of necessary control measures of routine and non-routine activities, including activities of subcontractors and visitors, and facilities of workplace provided by organization or otherwise.

UNIQUE GROUP methodology for hazard identification and risk assessment include:
- Definition of scope, nature and timing to endure a proactive rather than a reactive approach
- Classification of risks and identification of risks that are to be eliminated or controlled
- Consideration of operating experience and capabilities of risk control
- Determination of facility requirements, identification of training needs and development of operational control
- Monitoring of required action to ensure effectiveness and timeliness of implementation

Reference
- UG-P-HS-02 Risk Assessment

5.5 Responsibility, Authority and Communication

(ISO 9001: 2000 Clause 5.5)

5.5.1 Responsibility and Authority

(ISO 9001: 2000 Clause 5.1, 5.5.1, 6.1, 6.3, ISO 14001:2004 Clause 4.4.1 & OHSAS 18001: 1999 Clause 4.4.1)
Responsibilities and authorities, including quality, environmental and occupational health & safety responsibilities and authorities, are defined in detailed “Job Descriptions” for all positions. This is communicated to all employees. The interrelationships between various sections are illustrated in the form of “Organization Chart”.

Management ensures organizational freedom to all personnel to:
- initiate action to prevent nonconformity of product or service, environmental and occupational health & safety.
- identify and record any quality, environmental and occupational health & safety problems.
- initiate, recommend or provide solutions through designated channels.
- control further processing of nonconforming product till the nonconformity has been resolved.
- stop any part of the work that will affect the quality of the products or services, environment, and health & safety of the personnel.

References
- Job Descriptions
- Organization Chart

5.5.2 Management Representative

(ISO 9001: 2000 Clause 5.5.2, ISO 14001:2004 Clause 4.4.1 & OHSAS 18001: 1999 Clause 4.4.1)

UNIQUE GROUP has appointed a member of management as Management Representative with the authority and responsibility for ensuring that the Integrated Management System described in this manual is established, implemented and maintained at all times.

The Management Representative is responsible for
- establishing, implementing and maintaining the Integrated Management System.
- organizing management review meetings.
- planning and conducting internal audits.
- ensuring timely corrective actions, follow-up audits and reviewing implementation.
- maintaining awareness of customer needs and requirements.
- monitoring customer satisfaction and dissatisfaction.
- reporting the performance of the Integrated Management System, including level of achievements against Integrated Management System objectives to management.
• identifying opportunities for improvement in coordination with different section heads.

Reference
• Notification of Appointment of Management Representative

5.5.3 Consultation and Communication

(ISO 9001: 2000 Clause 5.5.3, 7.2.3, ISO 14001:2004 Clause 4.4.3 & OHSAS 18001: 1999 Clause 4.4.3)

Management of UNIQUE GROUP ensures effective communication of Integrated Management System requirements through appropriate channels. Feedback on company's performance improvement is actively encouraged from employees.

The communication includes, but not limited to:
• Integrated Management System Policy updates
• Integrated Management System objectives
• Policies & procedures
• Responsibilities and authorities
• Outputs of management reviews
• Audit results
• Non conformances identified within the Integrated Management System
• Customer requirements
• Environmental aspects & impacts
• Health and safety hazards & risks
• Legal and regulatory issues
• Areas of improvement
• Accomplishments

Management Representative ensures consultation with employees on development and review of Integrated Management System policies and procedures, and on changes in workplace health & safety and in environmental aspects.

Management Representative ensures updates on customer, legal and regulatory requirements, health & safety hazards & risks, environmental aspects & impacts, and its communication to all employees.

Management Representative actively encourages feedback and communication from employee in improving organization’s performance and achievement of Integrated Management System objectives.

Management Representative avails suitable means such as internal memos, emails, notice boards, telephone, meetings, etc. for internal communication.
communication related to Integrated Management System is filed by Management Representative in the communications file.

Management Representative handles all communications with interested parties outside the organization, including customers, suppliers and regulatory agencies, regarding the Integrated Management System. Records of such communication are maintained in the communication file.

Management Representative represents employees on all health & safety matters.

Reference
- UG-P-MS-09 Communication

5.6 Management Review

(ISO 9001: 2000 Clause 5.1, 5.6,8.5.1, ISO 14001:2004 Clause 4.6 & OHSAS 18001: 1999 Clause 4.6)

5.6.1 General

Top Management of UNIQUE GROUP comprising of CEO, Department Managers and Management Representative reviews Integrated Management System at least twice a year to ensure its continuing suitability, adequacy and effectiveness.

Top Management ensures review includes assessing opportunities for improvement and the need for changes to the Integrated Management System, including Integrated Management System Policy and Integrated Management System objectives.

Management Representative notifies the participants the agenda and schedule of the meeting and ensures that the participants prepare review inputs.

5.6.2 Review Input

The inputs to management review meeting include:
- previous meeting minutes and action plans.
- analysis of customer complaints & customer satisfaction results.
- results of internal and external audits and status of corrective and preventive actions.
- evaluations of compliance with legal requirements and with other requirements to which the organization subscribes
- analysis of incidents, accidents & non conformances and status of corrective and preventive actions.
- performance of Integrated Management System with respect to objectives and targets.
effectiveness of training provided to personnel.
- concerns of interested parties.
- recommendations for improvement activities.

The following is also reviewed in addition to the above inputs:
- Integrated Management System Policy & objectives.
- changes required to Integrated Management System.
- resource requirements.
- training needs.

Other topics shall be discussed as required.

5.6.3 Review Output

The output to management review include decisions and actions related to:
- improvement of products / service related to customer requirements.
- appraisal of suitability of the organization’s structure and resources.
- other strategies and initiatives.

Management Representative records the minutes of the review with actions, time scales and assigned responsibilities. Changes identified to Integrated Management System shall have a formal implementation plan.

Reference
- UG-P-MS-01 Management Review
6.0 Resource Management

(ISO 9001: 2000 Clause 6)

6.1 Provision of Resources


UNIQUE GROUP has determined and provided adequate resources including training and competent personnel, information technology infrastructure, congenial work environment and financial resources to

- establish, maintain and improve effectiveness of the Integrated Management System.
- enhance customer satisfaction by meeting customer requirements.

6.2 Human Resources

(ISO 9001: 2000 Clause 6.2)

6.2.1 General - Assignment of Personnel

(ISO 9001: 2000 Clause 6.2.1, ISO 14001:2004 Clause 4.4.2 & OHSAS 18001: 1999 Clause 4.4.2)

Management of UNIQUE GROUP ensures that personnel performing activities influencing quality, environment and occupational health & safety are competent based on education, training and experience.

Reference

- UG-P-MS-04 Employee Competency & Training
- Job Descriptions

6.2.2 Competence, Awareness & Training

(ISO 9001: 2000 Clause 6.2.2, ISO 14001:2004 Clause 4.4.2 & OHSAS 18001: 1999 Clause 4.4.2)

Management of UNIQUE GROUP ensures all personnel are trained on requirements of the Integrated Management System as per the needs of the position.

Training is given to all new employees regarding

- Introduction to company.
- Integrated Management System Policy & Objectives.
- Integrated Management System requirements.
- Environmental Aspects and Impacts
- Occupational Health & Safety Hazards & Risks.
- Organization structure.
- Responsibilities and authorities.
• Potential consequences of departure from specified procedures.
• Emergency preparedness and response
• Any other requirements.

Management Representative / Department Head identify training needs on a continual basis based on job requirements.

The effectiveness of training is evaluated in terms of enhanced competence of the personnel during management review meetings.

Records of training are maintained and skill improvement and company benefits are discussed in the management review meetings.

References

- UG-P-MS-01 Management Review
- UG-P-MS-04 Employee Competency & Training

6.3 Infrastructure


UNIQUE GROUP has provided suitable infrastructure such as workspace, hardware and software, tools and equipment, transportation facilities, etc.

UNIQUE GROUP ensures suitable maintenance of these infrastructures so that it continues to meet requirements.

References

- UG-FC-OP-12 Equipment Maintenance

6.4 Work Environment

(ISO 9001: 2000 Clause 6.4, OHSAS 18001: 1999 Clause 4.3.1)

UNIQUE GROUP has defined factors that would influence the well being of the personnel and their ability to contribute to achievement of organization benefits.

Physical factors include facilities like use of safe practices of work, ergonomics and protection against noise, heat, and pollution. Adequate control is exercised for protection of personnel in the operational area against dust and noise through use of personnel protective equipment.

Reference

- UG-P-HS-01 Risk Assessment
7.0 Product Realisation

7.1 Planning Of Product Realization

UNIQUE GROUP has established and implemented procedures and work instructions to ensure compliance to integrated management system policy and control of products, services and activities that could impact the environment and the health & Safety of the personnel.

UNIQUE GROUP has
• ensured sequence and interaction of processes are developed to achieve desired results.
• ensured responsibilities and authorities are defined and understood by appropriate personnel, including ownership of key processes by individual or team who shall ensure quality of the output of the process.
• ensured inputs, activities, interfaces and outputs are clearly defined and controlled, including quality characteristics to be achieved at each step of the process.
• monitored inputs and outputs to verify individual processes link together effectively.
• established information loops that facilitate continual improvement across all processes.
• established method of measuring process effectiveness and efficiency.
• ensured availability of process documentation and records which provide operating criteria and information to support effective operation and monitoring of the processes.
• provided necessary resources for effective operation of the processes.

7.2 Customer Related Processes
(ISO 9001: 2000 Clause 7.2)

7.2.1 Determination of Requirements related to the Product
(ISO 9001: 2000 Clause 7.2.1, ISO 14001:2004 Clause 4.3.1, 4.3.2, 4.4.6, OHSAS 18001: 1999 Clause 4.3.1, 4.3.2, 4.4.6)

UNIQUE GROUP has established a process of identifying customer requirements. The information is gathered through
• review of customer specified / unspecified requirements, including intended use, requirements about availability, delivery and support.
• customer satisfaction surveys.
• monitoring of regulatory developments.
• monitoring of issues raised by interested parties.

Customer requirements including specifications are established.

7.2.2 Review of Requirements related to the Product

(ISO 9001: 2000 Clause 7.2.2, ISO 14001:2004 Clause 4.3.1, 4.4.6, OHSAS 18001: 1999 Clause 4.3.1, 4.4.6)

UNIQUE GROUP reviews the customer requirements before commitment to supply product or service is made. This is to ensure
• requirements are clearly defined for product and service.
• for requirements verbally notified, the order requirements is confirmed before acceptance.
• any differences between order and quotation is resolved.

Any amendments in the order are reviewed as detailed above.

It is ensured through these reviews
• development needs and opportunities are identified.
• internal objectives and target are identified.
• changes to customer and market requirements anticipated.
• adequacy of existing product / service specification verified.

UNIQUE GROUP reviews the ability to meet the defined requirements of a product before commitment to supply; including amendment to an order is made.

Where the order requirements are changed, UNIQUE GROUP ensures the amendment of relevant documents and notification to relevant personnel.

Any deficiencies in the company’s capability shall have remedial action plans.

Records of review of customer requirements of product are maintained by the department head.

7.2.3 Customer Communication


UNIQUE GROUP has established effective communication channels with the customer to ensure
• correct information on the product / service that includes information to avoid potential risks associated with the product / service.
• proper enquiry and order handling, including amendments.
• customer complaints, responses on the product or service quality, user expectations are encouraged.

Reference
• UG-FC-OP-01 Sales Processing
• UG-FC-OP-02 Sales & Rental Process
• UG-FC-OP-03 Rental Process
• UG-FC-OP-09 Rental Process
• UG-FC-OP-10 Sales of spares
• UG-FC-OP-11 Sales of units

7.3 Design and Development

(ISO 9001:2000 Clause 7.3, ISO 14001:2004 Clause 4.4.6 & OHSAS 18001: 1999 Clause 4.4.6)

7.3.1 Design and Development Planning

(ISO 9001:2000 Clause 7.3.1, ISO 14001:2004 Clause 4.4.6 & OHSAS 18001: 1999 Clause 4.4.6)

UNIQUE GROUP has applied a systematic approach to design and development of products. Consideration is given to simplified and flexible systems that reduce time, cost and risk, and allows quick adaptability to customer requirements

Design and development plans include
• stages of design and development process.
• required review, verification and validation activities.
• responsibilities for design and development activities.

UNIQUE GROUP ensures
• effective communication channels are established between various design groups.
• clearly defined responsibilities for key activities.
• selection and approval of appropriate design and development methods.
• plan and associated design documentation are made available to relevant personnel, and are reviewed and updated as design and development evolves.

UNIQUE GROUP carry out design internally or establish a partnership approach using external resources.

7.3.2 Design and Development Inputs

(ISO 9001:2000 Clause 7.3.2, ISO 14001:2004 Clause 4.4.6 & OHSAS 18001: 1999 Clause 4.4.6)

UNIQUE GROUP has defined design inputs, which may be external or internal and include
• customer needs and requirements.
• regulatory and legal requirements.
• contractual requirements.
• international and national standards.
• industry codes of practice.
• data on existing product.

Any input that is incomplete, ambiguous or not fully evaluated in relation to practical application is subjected to evaluation through subsequent reviews, verification and validation activities.

7.3.3 Design and Development Outputs

(ISO 9001:2000 Clause 7.3.1, ISO 14001:2004 Clause 4.4.6 & OHSAS 18001: 1999 Clause 4.4.6)

UNIQUE GROUP reviews design and development outputs to ensure
• compliance with design and development input requirements.
• provide reference to acceptance criteria.

7.3.4 Design and Development Review

(ISO 9001:2000 Clause 7.3.2, ISO 14001:2004 Clause 4.4.6 & OHSAS 18001: 1999 Clause 4.4.6)

UNIQUE GROUP reviews design and development activities to ensure all design and development activities remain consistent with each other and overall design and development objectives.

The design and development reviews include representatives of functions concerned with the design stage, and where necessary external parties.

The design and development reviews consider
• adequacy of design outputs.
• decision points.
• problem area.
• potential shortcoming.

Deficiencies are determined and actions required are established.

7.3.5 Design and Development Verification

(ISO 9001:2000 Clause 7.3.2, ISO 14001:2004 Clause 4.4.6 & OHSAS 18001: 1999 Clause 4.4.6)

UNIQUE GROUP ensures design and development verification is carried out to ensure outputs are formally checked against the inputs.

The verification activities include reviewing design stage documents before release.
7.3.6 Design and Development Validation

(ISO 9001:2000 Clause 7.3.2, ISO 14001:2004 Clause 4.4.6 & OHSAS 18001: 1999 Clause 4.4.6)

UNIQUE GROUP ensures design and development validation is carried out to ensure product meets actual user or interested party needs.

Where necessary partial validation of design and development outputs is carried out to provide confidence in the future application. Partial validation include

- reviews involving interested parties.
- trails of key aspects of a product.

7.3.7 Control of Design and Development Changes

(ISO 9001:2000 Clause 7.3.2, ISO 14001:2004 Clause 4.4.6 & OHSAS 18001: 1999 Clause 4.4.6)

UNIQUE GROUP ensures design and development changes are controlled, recorded, reviewed and approved by appropriate personnel before implementation.

In order to ensure control on the design and development changes, UNIQUE GROUP consider

- unique identification of different versions of design and development outputs.
- identification status of times during design and development process.
- availability of correct and accurate information.
- effective communication of data and information to all parties.

Reference

- UG-FC-OP-07 Web Based Application Development

7.4 Purchasing

(ISO 9001: 2000 Clause 7.4, ISO 14001:2004 Clause 4.4.6, OHSAS 18001: 1999 Clause 4.4.6)

7.4.1 Purchasing Process

(ISO 9001: 2000 Clause 7.4.1, ISO 14001:2004 Clause 4.4.6, OHSAS 18001: 1999 Clause 4.4.6)

UNIQUE GROUP ensures control of its purchasing process to ensure purchased product / service conforms to its quality and health & safety requirements. The purchasing process includes

- identification of purchased product and / or service that have a high potential impact upon quality and health & safety
- effective supplier selection and monitoring.
- clear definition of purchasing data.
- verification of the purchased product / service.
UNIQUE GROUP has established mutually beneficial relationship with supplier to create value and maintain stable supply relationships. It is ensured that
- communication channels are established at most appropriate level that facilitate rapid solution of problems and avoid costly delays or disputes.
- monitoring of supplier’s ability to provide consistent quality, thereby reduce or eliminate incoming inspection.
- suppliers are encouraged to implement continual improvement programs and participate in joint improvement initiatives.

UNIQUE GROUP evaluates supplier qualification using
- evaluation of relevant experience.
- history of product / service quality, price, timeliness of delivery and responsiveness to problems.
- checking reference for customer satisfaction.
- financial assessment to assure viability of the supplier throughout the intended period of supply.

UNIQUE GROUP has established methods of collecting relevant information such as reporting systems for problems occurring throughout the life cycle of a purchased product / service.

UNIQUE GROUP has established categorization of product / service to facilitate efficient product / service acceptance using verification resources selectively.

7.4.2 Purchasing Information

(ISO 9001: 2000 Clause 7.4.2, ISO 14001:2004 Clause 4.4.6, OHSAS 18001: 1999 Clause 4.4.6)

UNIQUE GROUP ensures purchasing documentation contain
- information clearly describing product / service ordered.
- requirements for approval or qualification of product / service, procedures, processes, equipment, health & safety, and personnel.
- any management system requirements.
- review and approval for adequacy of the requirements prior to release.

7.4.3 Verification of Purchased Products

(ISO 9001: 2000 Clause 7.4.3, ISO 14001:2004 Clause 4.4.6, OHSAS 18001: 1999 Clause 4.4.6)

UNIQUE GROUP has established and implemented verification activities to ensure purchased product meets specified purchase requirements.
Where UNIQUE GROUP or its customer intends to perform verification of purchased product at supplier’s premises, the verification arrangements and method of product release is specified in the purchasing documentation.

References
- UG-FC-OP-05 Purchasing

7.5 Production and Service Operations
(ISO 9001: 2000 Clause 7.5)

7.5.1 Control of Production and Service Provision
(ISO 9001: 2000 Clause 7.5.1, ISO 14001:2004 Clause 4.4.6, OHSAS 18001: 1999 Clause 4.4.6)

UNIQUE GROUP ensures control of its operational activities through
- availability of clearly understandable procedures, process maps, work standards or instructions.
- use and maintenance of suitable facilities.
- provision of suitable work environment that includes health and safety.
- use of suitable inspection, measuring and test equipment, capable of necessary accuracy and precision.
- implementation of suitable monitoring, inspection or testing activities.
- provision for identifying status of product with respect to required verification activities.
- suitable methods for release and delivery of product.

References
- UG-FC-OP-04 Site Operations
- UG-FC-OP-06 Servicing
- Standard Operating Procedures - Environment, Health & Safety

7.5.2 Validation of Process for Production and Service Provision
(ISO 9001: 2000 Clause 7.5.2, ISO 14001:2004 Clause 4.4.6, OHSAS 18001: 1999 Clause 4.4.6)

UNIQUE GROUP shall determine processes requiring validation, where the resulting output cannot be readily or economically verified by subsequent monitoring. The arrangements for validation shall include
- Processes to be qualified prior to use
- Qualification of equipment or personnel
- Use of specific procedures or records
7.5.3 Identification and Traceability

(ISO 9001: 2000 Clause 7.5.3)

UNIQUE GROUP has established an identification system that identifies the product by suitable means throughout all realization processes. Where traceability is a requirement, UNIQUE GROUP controls the identification of product to ensure traceability to original identification and quality status.

References
- UG-FC-OP-05 Purchasing

7.5.4 Customer Property

(ISO 9001: 2000 Clause 7.5.4)

For customer supplied product or service, including intellectual property, UNIQUE GROUP shall ensure
- Verification of product or service before acceptance
- Proper storage and maintenance while under organization’s control
- Reporting of loss, damage or unsuitability for use

References
- UG-FC-OP-12 Equipment Maintenance
- UG-FC-OP-06 Servicing

7.5.5 Preservation of Product

(ISO 9001: 2000 Clause 7.5.5, ISO 14001:2004 Clause 4.4.6, OHSAS 18001: 1999 Clause 4.4.6)

UNIQUE GROUP ensures during internal processing and final delivery of the product that they are stored, segregated, handled and protected to maintain their suitability. The products are monitored to prevent potential deterioration over a period time. Preservation also applies to the constituent parts of a product.

References
- UG-FC-OP-05 Purchasing

7.6 Control of Measuring and Monitoring Devices

(ISO 9001: 2000 Clause 7.6, ISO 14001:2004 Clause 4.5.1 & OHSAS 18001: 1999 Clause 4.5.1)

UNIQUE GROUP has established a system for control, calibration, maintenance, handling and storage of applicable measuring, inspection and test equipment that is used to demonstrate conformance to product specific requirements. UNIQUE GROUP
ensures that measurement uncertainty, including accuracy and precision is known and is consistent with the required measurement capability.

The calibration is done at specified intervals or prior to use, against national or international standards.

The record of calibration includes:
- details of equipment type.
- unique identification, location.
- frequency of checks.
- check method acceptance criteria.
- gauge conditions.
- actual and calibrated readings.

**UNIQUE GROUP** takes appropriate action to safeguard measuring, inspection and test equipment from adjustments that could invalidate calibration setting.

Appropriate handling, preservation and storage techniques are used to maintain accuracy and fitness for use.

Any equipment found to be outside the specified tolerance is withdrawn from use and details noted on the calibration record. The impact of the inaccuracy on the items checked using the equipment and about the possible consequences is evaluated and suitable action taken, as appropriate.

**References**
- *UG-FC-OP-08 Calibration*
8.0 Measurement, Analysis & Improvement

(ISO 9001:2000 Clause 8, ISO 14001:2004 Clause 4.5 & OHSAS 18001:1999 Clause 4.5)

8.1 General

(ISO 9001:2000 Clause 8.1, ISO 14001:2004 Clause 4.5.1 & OHSAS 18001:1999 Clause 4.5.1)

UNIQUE GROUP has identified and established processes for monitoring, measurement, analysis and improvement to ensure
• conformity of product / service to specified requirements.
• conformity to objectives and targets.
• conformity to operational and process requirements.
• conformity and continuous improvement of the Integrated Management System.

UNIQUE GROUP monitors key characteristics of its operations that have a significant environmental impact, and health & safety risk.

UNIQUE GROUP monitors both qualitative and quantitative measures, and proactive and reactive measures. UNIQUE GROUP uses appropriate methods, including statistical analysis for measurement, analysis and improvement.

Reference

- UG-P-MS-06 Objectives & Targets
- UG-P-MS-07 Monitoring & Measurement

8.2 Monitoring And Measurement

8.2.1 Customer Satisfaction

(ISO 9001:2000 Clause 8.2.1)

UNIQUE GROUP has established a system of determination and monitoring of satisfaction and dissatisfaction of customer and other interested parties.

Relevant Department Head monitors customer satisfaction through continuous evaluation of customer suggestions and complaints, and conduct Customer Satisfaction Feedback Survey periodically. Results of the survey and customer feedback received are discussed in the management review meetings. Trends in satisfaction and dissatisfaction are used for internal improvement. The effectiveness of measures implemented is periodically evaluated.

Reference

- UG-P-MS-07 Monitoring & Measurement
8.2.2 Internal Audit

(ISO 9001: 2000 Clause 8.2.2, ISO 14001:2004 Clause 4.5.5 & OHSAS 18001: 1999 Clause 4.5.4)

UNIQUE GROUP has established a process for conducting internal audits of the Integrated Management System and related processes to determine Integrated Management System is established as per the requirements of ISO 9001: 2000, ISO 14001: 2004, and OHSAS 18001: 1999, and effectively implemented and maintained.

The internal audit is scheduled based on the status and importance of activities, results of environmental aspects and impacts assessment, results of risk assessment, and the results of previous audits. Trained, independent and competent auditors are assigned for conducting the audits. Auditors prepare checklists for planning and preparation of audits and to provide a consistent basis.

The results of the audit is recorded and communicated to the area audited. The results include
- activities, areas, processes audited.
- nonconformance found.
- status of previous audit results.
- recommendations for improvement.

The Department Head responsible for the area audited ensures timely corrective action on the nonconformities reported.

Reference
- UG-P-MS-03 Internal Audit

8.2.3 Monitoring and Measurement of Processes

(ISO 9001: 2000 Clause 8.2.3, ISO 14001:2004 Clause 4.5.1, 4.5.2 & OHSAS 18001: 1999 Clause 4.5.1)

UNIQUE GROUP has established a system for monitoring and measurement of processes and Integrated Management System performance to ensure conformance to customer, operational and regulatory requirements.

MR and Department Managers uses suitable methods to monitor and measure key characteristics of processes, including that have a significant effect on environmental performance and occupational health & safety performance in order to demonstrate achievement of planned results. These include both qualitative and quantitative measures appropriate to the needs of the organization.
It includes proactive measures that monitor compliance with Integrated Management System, customer requirements, operational criteria and applicable legal requirements. It also includes reactive measures of performance to monitor process and product/service conformity, supplier performance, environmental impacts, accidents, ill health, safety incidents (including nears-misses) and historical evidence of deficient Integrated Management System performance.

Relevant data shall be collected and analyzed to demonstrate continual improvement. Appropriate corrective action shall be taken when planned results are not achieved. Based on the data collected, MR shall document performance trends of the company.

References
- UG-P-MS-06 Objectives & Targets
- UG-P-MS-07 Monitoring & Measurement

8.2.4 Monitoring and Measurement of Product

(ISO 9001: 2000 Clause 8.2.4, ISO 14001:2004 Clause 4.5.1, 4.5.2 & OHSAS 18001: 1999 Clause 4.5.1)

UNIQUE GROUP has established a system of measurement of product to ensure specified requirements of the customer are met.

Monitoring and measurement is undertaken for receiving, in-process and final inspection. Monitoring and measurement criteria include
- location of inspection and test point in the process sequence.
- characteristics to be inspected and acceptance criteria of product.
- special tools, techniques or personnel qualification required.
- responsibility for inspection and test.

The related documentation is available and authorized.

References
- UG-P-MS-07 Monitoring & Measurement

8.2.4.1 Evaluation of Compliance

ISO 9001: 2000 Clause 8.2.3 & 8.2.4, ISO 14001:2004 Clause 4.5.1)

UNIQUE GROUP has established and implemented a system for periodical evaluating compliance with applicable legal and other requirements. The results of the periodical evaluation are recorded properly.
8.3 Control of Nonconforming Product

(ISO 9001: 2000 Clause 8.3, ISO 14001:2004 Clause 4.4.7 and 4.5.3)

UNIQUE GROUP focuses on improvement through preventing nonconforming products reaching the customer.

It is the responsibility of all employees to report discovered or potential nonconformities at any stage of the processes to prevent unplanned use, application or installation of nonconforming product.

UNIQUE GROUP has defined personnel responsible for
- responding to nonconformities.
- taking corrective or preventive actions.
- monitoring of related activities.

Nonconforming product is reviewed by designated and competent authority. The disposition include
- correction or adjustment to conform to requirements.
- accepted under concession, with or without correction.
- reassigned for alternative valid application.
- rejected as unsuitable.

Trends related to the nonconforming product is analyzed and suitable actions formulated to prevent occurrence of the nonconformance.

It is ensured that where required by contract, the proposed use or repair of nonconforming product or delivery of a nonconforming product or modified product reported for concession to the customer.

The nonconforming product repaired or reworked is verified for fit for use.

Where nonconforming product is detected after delivery or use, UNIQUE GROUP undertakes action appropriate to the effects or potential effects of the nonconformity.

References
- UG-P-MS-05 Nonconformance, Corrective and Preventive Action
8.3.1 Environmental & Occupational Health & Safety Incidents

(ISO 14001:2004 Clause 4.5.3 & OHSAS 18001: 1999 Clause 4.5.2)

**UNIQUE GROUP** has established systems defining the responsibility and authority for handling and investigation of environmental and occupational health & safety incidents in order to mitigate any consequences arising from incidents.

8.3.2 Emergency Preparedness & Response

(ISO 14001:9004 Clause 4.4.7 & OHSAS 18001: 1999 Clause 4.4.7)

**UNIQUE GROUP** has established and implemented a procedure to ensure potential emergency situations are identified and assessed, and suitable controls are in place to ensure prevention, response and mitigation of potential emergencies and likely illness and injury associated with them.

Emergency Action Plans are prepared and tested annually. It is reviewed in the light of simulated exercises and the occurrence of accidents and emergency situations.

**Reference**
- UG-P-HSE-03 Emergency Preparedness and Response
- UG-D-HSE-01 Emergency Action Plan

8.4 Analysis of Data

(ISO 9001: 2000 Clause 8.4)

**UNIQUE GROUP** has established a system for analysis of relevant data in order to assess organization performance relative to organizational goals, and to identify areas of improvement.

The data collected from
- internal audit reports.
- nonconformance’s / rejections
- environmental & occupational health & safety incidents.
- customer complaints and satisfaction results.
- supplier records.
- other relevant process records.

It is ensured that information from all parts of **UNIQUE GROUP** be integrated and assessed to determine overall organizational performance in major areas.

Appropriate statistical techniques are used to analyze the data collected.
References
- UG-P-MS-06 Objectives & Targets
- UG-P-MS-07 Monitoring & Measurement

8.5 Improvement

(ISO 9001: 2000 Clause 8.5)

8.5.1 Continual Improvement

(ISO 9001: 2000 Clause 8.5.1, ISO 14001:9004 Clause 4.2, 4.3.3, 4.6 & OHSAS 18001: 1999 Clause 4.2, 4.3.3, 4.3.4. 4.6)

UNIQUE GROUP has established a system for improvement processes to achieve continual improvement in all its activities through the use of the Integrated Management System Policy, Integrated Management System objectives, audit results, analysis of data, corrective and preventive actions and management review. UNIQUE GROUP has allocated appropriate resource for improvement activities.

Reference
- UG-P-MS-01 Management Review
- UG-P-MS-03 Internal Audit
- UG-P-MS-05 Nonconformance, Corrective and Preventive Action
- UG-P-MS-06 Objectives and Targets
- UG-P-MS-07 Monitoring and Measurement

8.5.2 Corrective Action

(ISO 9001: 2000 Clause 8.5.2, ISO 14001:2004 Clause 4.5.3 & OHSAS 18001: 1999 Clause 4.5.2)

UNIQUE GROUP has established a system for Corrective Action to:
- prevent reoccurrence of any quality, environmental and occupational health & safety nonconformance by identifying root causes.
- implement timely corrective action to address the identified causes.
- verify implementation of corrective action.

Nonconformance noticed is investigated and suitable corrective action taken appropriate to the magnitude of the problem.

Appropriate inputs such as nonconformity reports, environmental incidents, safety incidents, audit reports, customer complaints and operational reports is analyzed to identify effective corrective actions.
It is ensured that appropriate organizational function is involved in the corrective action process.

8.5.3 Preventive Action

(ISO 9001: 2000 Clause 8.5.3, ISO 14001:2004 Clause 4.5.3 & OHSAS 18001: 1999 Clause 4.5.2)

UNIQUE GROUP has established a system for preventive action to rectify potential causes of nonconformities that are identified based on the nonconformance reports, internal audit reports, environmental incidents, safety incidents, customer complaints and operational records. Feasibility of the proposed actions is assessed and implemented according to a plan. Suitable resources are allocated. The effectiveness is verified.

Reference
- UG-P-MS-05 Corrective and Preventive Action
9.0 Appendix

9.1 Organization Chart
9.2 Process Map UG-FC-HL-01 Integrated Management System
9.3 Process Map UG-FC-HL-02 Management Responsibility

- Appoint Management Representative
- Understand Customer Needs & Expectations
- Monitor Legal & Regulatory Requirements
- Define Integrated Management System Policy
- Define Integrated Management System Objectives
- Define Responsibilities & Authorities
- Establish Integrated Management System
- Implement Integrated Management System
- Monitor, Measure and Analyse effectiveness of Integrated Management System
- Management Review Inputs
- Management Reviews
9.4 Process Map UG-FC-HL-03 Resource Management

Assessment of Resource Requirements
- Human Resources
- Training & Competence
- Infrastructure
- Work Environment

Enhancement of Human Resources
- Training
- Awareness
- Competence

Development & Maintenance of Infrastructure
- Workspace
- Process Equipment
- Supporting Services

Development of Work Environment

Product / Service Realisation

Management Review

Monitor, Measure and Analyse
9.5 Process Map UG-FC-HL-04 Measurement, Analysis & Improvement

- Customer Feedback
  - Satisfaction Results
  - Complaints
  - Suggestion
- Audit Results
  - Internal Audits
  - External Audits
- Process / Product / Service / Health & Safety Performance
  - Measurement of Key Process / Product / Service / Environment / Health & Safety Indicators
- Accidents, Incidents, Nonconformances, Corrective & Preventive Actions
- Improvement Recommendations

Analysis → Management Reviews → Continual Improvement of Integrated Management System
9.6 Notification of Appointment of Management Representative

This is to notify that Zubin Shukkur is appointed as the Management Representative (ISO 9001: 2000, ISO 14001:2004 & OHSAS 18001: 1999) with the authority and responsibility for ensuring that the Integrated Management System is established, implemented and maintained at all times.

The Management Representative is responsible for

- Establishing, implementing and maintaining the Integrated Management System
- Organizing Management Review Meetings
- Conducting Internal Integrated Management System Audits
- Ensuring timely corrective actions, follow-up audits and reviewing implementation
- Maintaining awareness of customer needs and requirements
- Monitoring customer satisfaction and dissatisfaction
- Reporting the performance of the Integrated Management System, including level of achievements against Integrated Management System objectives to Top Management
- Identifying opportunities for improvement in coordination with different Department Heads
## 9.7 List of Procedures & Process Maps

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<th>PROCEDURES - MANAGEMENT SYSTEM</th>
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# IMS MANUAL

## 9.8 Manual Revision History

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Review & Approval: Management Representative

CEO