

# INTEGRATED MANAGEMENT SYSTEM

(ISO/IEC 17020: 2012, ISO 9001:2015,  
ISO 14001:2015 & ISO 45001:2018)

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## 0.2 AMENDMENT SHEET

| Sr. | Rev. No | Issue No. | Description of change                                                              | Issue Date |
|-----|---------|-----------|------------------------------------------------------------------------------------|------------|
| 1   | 01      | 02        | System Revised to Comply with the ISO/IEC 17020:2012                               | 02.02.2024 |
| 2   | 02      | 01        | Revised to update activities as per Trade License, included new organization chart | 26.08.2025 |
|     |         |           |                                                                                    |            |

## 0.3 STRUCTURE OF INTEGRATED MANAGEMENT SYSTEM

|                   |                                                   |
|-------------------|---------------------------------------------------|
| <b>Level 01 -</b> | IMS Manual                                        |
| <b>Level 02 -</b> | Procedures                                        |
| <b>Level 03 -</b> | Work Instructions                                 |
| <b>Level 04 -</b> | Forms                                             |
| <b>Level 05 -</b> | Annexures                                         |
| <b>Level 06 -</b> | External Documents (regulations, standards, etc.) |

## 0.4 INTRODUCTION

### Foreword

Integrated Management was being given utmost important at **National Center for Management & Training** to meet the customer needs and expectations.

This document is written as per the requirements of ISO 9001:2015 International Standards for 9001:2015 Quality Management Systems, ISO 14001:2015 Environment Management System and ISO 45001:2018 standard for Occupational Health and Safety. Requirements of OPITO, ISO 17020 and ACTVET are embedded in the text of this document as required. This is the Apex Manual for the company and describes the Policies, Objectives and QHSE Planning with reference to procedures and processes, which is adopted in **National Center for Management & Training (NCMT)**.

The requirements as mentioned in this IMS and other related documents, shall be implemented and maintained with the involvement and participation of all the employees in **National Center for Management & Training**.

The effectiveness of implementation of this system shall be reviewed periodically by the Management.

### Introduction to Manual

The purpose of IMS is to document the NCMT's policies and guidelines to employees, other interested parties and general public, whose actions affect product quality, health, safety as well as environment in the course of their day-to-day activities so as to achieve the NCMT's overall objective of Customer satisfaction, legal, statutory and other requirements.

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To function effectively NCMT has identified and manages numerous linked activities. An activity using resources, and managed in order to enable the transformation of inputs into outputs, is considered as a process. Often the output from one process directly forms the input into the next.

The application of a system of processes within the organization, together with the identification and interactions of these processes, and their management, are referred to as the “process approach”.

An advantage of the process approach is the on-going control that it provides over the linkage between the individual processes within the system of processes, as well as over their combination and interaction.

When used within the management system, such an approach emphasizes the importance of:

- Understanding and meeting requirements
- The need to consider processes in terms of added value
- Obtaining results of process performance and effectiveness
- Continual improvement of processes based on objective measurement.

The methodology known as “**Plan – Do – Check – Act**” can be applied to all processes and can be briefly described as follows:

- Plan:** Establish the objectives and processes necessary to deliver results in accordance with customer requirements and organization’s policies,
- Do:** Implement the processes,
- Check:** Monitor and measure processes and service against policies, objectives and requirements for the service, report the results and,
- Act:** Take actions to continually improve process performance.

Risk-based thinking enables the organization to determine the factors that could cause its processes and its management system to deviate from the planned results, to put in place preventive controls to minimize negative effects and to make maximum use of opportunities as they arise. Consistently meeting requirements and addressing future needs and expectations poses a challenge in an increasingly dynamic and complex business environment. To achieve this objective, it is necessary to adopt various forms of improvement in addition to correction and continual improvement, such as breakthrough change, innovation and re-organization.

The management and work force are committed to meet the QHSE requirements by implementing this documented system in the best spirit and improve on it by periodic reviews

The system has inbuilt capabilities for planning, operating and controlling processes to arrive at products or results as per planned arrangements. Monitoring and measurement at appropriate stages endorses compliance with customer requirements, applicable regulations, concerns of the interested parties and progress on improvement programs.

## 0.5 DOCUMENTATION SYSTEM

The Integrated Management System Manual is structured as shown in the “Content” of this manual. The manual is arranged in line with the four standards ISO/IEC 17020: 2012, ISO 9001:2015, 14001:2015 and ISO 45001:2018. Any revisions are recorded in amendment sheet.

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The **Operations Director** is the **Approving Authority**, for the manual. **Management Representative** is the **Reviewing & Issuing Authority** of the manual.

Doc. No. NCMT-IMSM indicates the edition and revision number of the manual. The issue number '01' has been allotted to first issue of the manual. Revision number '00' is allotted to first issue of the latest edition number of the manual. **"CONTROLLED COPY"** of the Master Copy Integrated Management System Manual bears the signatures of the approving and the issuing authority in original.

After the final Document review the approved documents related to IMS would be made available in PDF format at NCMT computer network for the access to relevant authorized employees. Any hard copy of this document will be considered as **"UNCONTROLLED COPY"** unless otherwise mentioned.

This manual is available only in English language.

The documented procedures required by each of the four standards i.e. ISO/ IEC 17020: 2012, ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 have been separately developed independently for ease of use at various departments at NCMT. However, common procedures are developed for common management requirements that are mandated by any of the four standards.

**Refer – 03. Structure of Manual**

## 0.6 CONTROLLING OF THE MANUAL

The Management Representative (MR) is authorized to execute the activities of preparing, issuing, maintaining and amending the IMS Manual in consultation with Operations Director. As per the document distribution list, the controlled copy Manual is issued as per the procedure for document control. The distribution records are maintained and available. In case of any revision MR will update the changes and issue the revised controlled documents as per the document change request and retrieve the superseded document. A copy of obsolete document will be kept separately in folder with MR only.

**Refer – NCMT-QP - 08 Control of Document**

## 0.7 MANUAL AMENDMENT CONTROL

As and when required, the Integrated Management System Manual is reviewed by Management Representative, in consultation with the concerned personnel, and revised, if needed. Each revision is formally released after approval to all copyholders. The amendment sheets are available with **"CONTROLLED COPY"** of the manual.

## 0.8 COMPANY PROFILE

NCMT has started its operation with the aim to fully service the oil & gas, construction safety requirements of all types of safety training. The vision is to give quality and excellent service to its customers coupled with the mission to provide the building industry its safety equipment with high standard. NCMT offers services of inspecting, testing and certifying all kinds of cranes, material lifting equipment in the construction industry, lifting appliances, lifting gears & earth moving machineries, material handling equipment and hydrostatic pressure test of various pressure vessels. NCMT also provides quality training course for the people in all aspects with regards to safety requirements. NCMT offers training at both national and international levels. NCMT is providing Assessments and Competency Certificates for Cranes and earth moving

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machinery Operators and all other Assessments related to Lifting such as "not limited to" rigger and lifting supervisor.

#### **Organizational Culture:**

NCMT believes that “change is the only constant”, therefore, with this changing business environment NCMT strives to take lead to continual improve its culture and bring in a positive mind set.

NCMT focuses on the cultural mind set where people are ready to give them “Best” by creating positive work culture, openness at all levels, proactive approach, accuracy, transparency in action, encouraging participative management and instilling trust. These are all considered the most important measures which NCMT emphasizes.

To promote and sustain cordial environment NCMT practices include but not limited to: -

- Top Management team is easily accessible.
- Top management team frequently visits the organisation & guides the employees.
- Regular interactive sessions for all level of employees.

#### **Quality & Environmental Control:**

**Regulatory Environment:** Work environment plays a major role towards growth of employees and business. NCMT has taken due care in this regard. NCMT maintains a conducive work environment and adopted best housekeeping practices. Health, hygiene and Safety have occupied a prominent place in NCMT and it has been incorporated in its quality as well as environmental policies.

#### **Administrative Requirements** (clause 5.1 of ISO/IEC 17020: 2012)

NCMT is not a part of any organization and is legally identified as per its trade license No. CN-1000938 as for National Center for Management & Training.

NCMT has its liability insurance as per the UAE law. NCMT is performing all type of services as per the terms and conditions of National and International Standards.

#### **Organization and Management Requirements** (clause 5.2 of ISO/IEC 17020: 2012)

NCMT is structured and managed so as to safeguard impartiality (refer to section 2 for details of NCMT impartiality measures), it has also an organization that enables it to maintain the capability to perform its technical functions satisfactorily.

Responsibilities and reporting structure of NCMT staff are defined in the job descriptions for each key staff.

The Technical Manager of NCMT shall be acting as a technical inspector and decision maker who has the capabilities, qualification, experience and the overall responsibility that the inspection and training activities are carried out in accordance with ISO/IEC 17020:2012.

Supervision by the technical inspector shall be performed and crossed periodically over NCMT inspectors. Corrective and preventive actions suitable for nonconformities detected by the technical inspector shall be taken for justification.

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Job descriptions of NCMT key staff affecting the quality of its service are defined and contain the competence requirements for education, training, work experience and other relevant skills.

#### NCMT Trade License activities:

- Administrative Business Training
- Cars Additional Parts Trading
- Security and Safety Training
- Vehicles Tracking Systems Services
- Vehicles, Equipments and Machinery Technical Testing
- Onshore And Offshore Oil and Gas Fields And Facilities Services
- Wholesale of Professional Health and Safety Outfit and Tools Trading
- Industrial Facilities' Installations Inspection Engineering services
- Administrative Consultancy and Studies
- Human Resources Consultancy
- Cars Additional Parts Fixing
- First Aids Training

## NCMT Organization Chart



### 1.0 SCOPE & EXCLUSION

#### 1.1 General

**National Center for Management & Training** has adopted Integrated Management System (IMS) based on ISO/IEC 17020: 2012, ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 which specify the

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requirements for Integrated Inspection Operations Management System, Quality, Environmental and Safety Management Systems respectively in order to:

- a. Demonstrate its ability to provide products that meets customers' and applicable regulatory requirements.
- b. Enhance customer satisfaction, prevent pollution and ensure safe working conditions through the effective application of the IMS, including the processes for continual Improvement of the system and the assurance of conformity to customer and applicable Regulatory requirements.

NCMT is a competent inspection body of testing and examination of lifting equipment, accessory gears, boilers, air receivers, earth moving machineries, etc.

NCMT is a Training provider of internationally accredited courses in quality, health, safety, and environmental management.

Ministry of Labour & Social Affairs approved NCMT to perform inspection and testing of lifting equipment and pressure vessels. NCMT is also approved by Abu Dhabi Civil Defence.

Additionally, NCMT is an approved member in the LEEA and American Welding Society (AWS) as an Education Centre.

The Scope of the Integrated Management System related to

- Administrative Business Training
- Cars Additional Parts Trading
- Security and Safety Training
- Vehicles Tracking Systems Services
- Vehicles, Equipments and Machinery Technical Testing
- Onshore And Offshore Oil and Gas Fields and Facilities Services
- Wholesale of Professional Health and Safety Outfit and Tools Trading
- Industrial Facilities' Installations Inspection Engineering services
- Administrative Consultancy and Studies
- Human Resources Consultancy
- Cars Additional Parts Fixing
- First Aids Training

## 1.2 Application

Integrated management System requirements laid down in ISO/IEC 17020: 2012, ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 are applicable to NCMT

## 2.0 IMPARTIALITY, INDEPENDENCE AND CONFIDENTIALITY REQUIREMENTS

### 2.1 Impartiality and Independence (clause 4.1 of ISO/IEC 17020: 2012)

Impartiality

All employees of NCMT are free from any commercial, financial and other pressure which might affect their judgment. They are working independently; they are only employees of NCMT and their remunerations have been defined as per Labour office law independent of volume of work they accomplish, none of the employees has any financial relationship with NCMT customers or clients.

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NCMT employees are appraised based on pre-defined qualification and performance criteria and not based on the volume of work they accomplish.

All employees shall go through an induction training upon joining NCMT during which they will be introduced to the “Independently Judgment, Confidentiality of Information, they are instructed to report to the management immediately in case any potential risks to the impartiality are identified. They are also guided to report any undue pressure from any source, internal or external to NCMT, which could influence the results of inspection. Such pressures could include threats, inducements, unreasonable time pressures, bonus schemes, productivity incentives, etc.

NCMT has identified risks to its impartiality on an ongoing basis. These include those risks that arise from its activities, its relationships, the relationships of its personnel, these risks are potentially based on ownership, governance, management, personnel, shared resources, finances, contracts, marketing (including branding), and payment of a sales commission or other inducement for the referral of new clients, etc.

The results of the identified risks and measures taken or to be taken by NCMT to eliminate or minimize them are recorded in the Impartiality Risk Analysis Matrix which is part of NCMT-QP-01 procedure, this matrix is reviewed regularly at least once a year or whenever necessary particularly when there are key changes to NCMT activities, its relationships, the relationships of its personnel.

As a result of the current risks identified, NCMT found out that its current activities and relationships do not present it with a risk to impartiality.

#### Independence

As per the requirements of ISO/IEC17020:2012 clause 4.1.6 regarding independence NCMT categorises itself as a “Type A” inspection body or 3<sup>rd</sup> party inspection body with the following criteria:

- NCMT is independent of the parties involved, NCMT and its staff responsible for carrying out the inspection shall not be the designer, manufacturer, supplier, installer, purchaser, owner, user or maintainer of the items which they inspect, nor the authorized representative of any of these parties.
- NCMT and its staff shall not engage in any activities that may conflict with its independence of judgment and integrity in relation to its inspection activities. In particular they shall not become directly involved in the design, manufacture, supply, installation, use or maintenance of the items inspected, or similar competitive items.
- All interested parties have access to the services of NCMT. There shall not be undue financial or other conditions. The procedures under which NCMT operates shall be administered in non-discriminatory manner.

## 2.2 Confidentiality (clause 4.2 of ISO/IEC 17020:2012)

NCMT is responsible, through its contractual agreements, for the management of all information obtained or created during the performance of inspection activities. NCMT inform the client, in advance, of the information it intends to place in the public domain. Except for information that the client makes publicly available, or when agreed between NCMT and the client (e.g. for the purpose of responding to complaints), all other information is considered proprietary information and shall be regarded as confidential.

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When NCMT is required by any applicable UAE or local laws/ order or authorized by contractual agreements to release confidential information, the client or individual concerned shall, unless prohibited by law, be notified of the information provided.

Information about the client obtained from sources other than the client (e.g. complainant, regulators) shall be treated as confidential.

NCMT, through legally enforceable agreements, keep confidential all information obtained during the training process and these cover all personnel. NCMT ensures that information obtained during the training process, or from sources other than the applicant, candidate or trained person, is not disclosed to an authorized party without the written consent of the individual (applicant, candidate or trained person), except where the law requires such information to be disclosed, and that the activities of related bodies do not compromise confidentiality.

1. NCMT store all the records in a proper manner and it's all traceable for inspectors through the Inspection Coordinator.
2. Inspection Coordinator is only the one responsible for providing the records and reference documents for inspectors, for the same responsible for saving records

### 3.0 TERMS, DEFINITION & ABBREVIATIONS

In Integrated Management System Manual and related procedures / instructions, following terms and abbreviations have been used to mean the following:

#### 3.1 Terms

|          |                                                                                              |
|----------|----------------------------------------------------------------------------------------------|
| NCMT     | : National Center for Management & Training                                                  |
| Supplier | : One who is providing materials and Services to NCMT                                        |
| Customer | : End Users of services/ products, Interested Parties including Government regulatory bodies |

#### 3.2 Definitions

In Integrated Management System Manual and related procedures / instructions, following terms have been used which definitions are adopted from ISO 9000: 2015 standard and ISO/IEC 17000: 2020, are relevant terms which are not defined here and available in the above standards also apply:

##### 3.2.1 Product:

Product is defined as “results of a process”.

##### 3.2.2 Process:

Process is defined as “set of inter-related or interacting activities, which transforms inputs into outputs”.

##### 3.2.3 Quality:

Degree to which a set of inherent characteristics fulfils customer expectation and needs (requirements).

##### 3.2.4 Customer Satisfaction:

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Customer's perception of the degree to which the customer's requirements have been fulfilled.

### **3.2.5 Integrated Management System**

Management systems to direct and control on organization with regard to quality, environment.

### **3.2.6 IMS Objective:**

Something sought, or aimed for, related to Quality and QHSE & Environment.

### **3.2.7 Quality Control:**

Part of Quality Management focused on fulfilling quality requirements.

### **3.2.8 Quality Assurance:**

Part of Quality Management focused on providing confidence that quality requirements will be fulfilled

### **3.2.9 IMS Improvement:**

Part of IMS management focused on increasing the ability to fulfill requirements.

### **3.2.10 Continual Improvement:**

Recurring activity to increase the ability to fulfill requirements.

### **3.2.11 Effectiveness:**

Extent to which planned activities are realized and planned results achieved.

### **3.2.12 Efficiency:**

Relationship between the result achieved and the resources used.

### **3.2.13 Continual Improvement**

Process of enhancing integrated management system to achieve improvements in overall product and environmental performance in line with organization's Quality Policy, Environment, Health and Safety Policy.

### **3.2.14 Environment**

Surroundings in which an organization operates, including air, water, land, natural resources, flora, fauna, humans and their interrelations

### **3.2.15 Environmental aspect**

Element of an organization's activities, products or services that can interact with the environment

### **3.2.16 Environment impact**

Any change to the environment, whether adverse or beneficial, wholly or partially resulting from an organization's activities, products or services

### **3.2.17 Environmental Management Objectives**

The part of the overall management system that include organization structure, planning activities, responsibilities, practices, procedures, processes and resources for developing,

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implementing, achieving, reviewing and maintaining the Quality, Environment Health and Safety Policy.

**3.2.18 Environmental Objective**

Overall environmental goals, arising from the Quality, Environment Health and Safety Policy that an organization sets for itself to achieve and which is quantified where practicable.

**3.2.19 Environmental Target**

Detailed performance requirement, quantified where practicable, applicable to the organization or parts thereof, that arises from the environmental objectives and that needs to be set and met in order to achieve those objectives.

**3.2.20 Ill health**

Identifiable, adverse physical or mental condition arising from and/or made worse by a work activity and/or work-related situation

**3.2.21 Incident**

Work-related event(s) in which an injury or ill health (regardless of severity) or fatality occurred, or could have occurred

NOTE 1 An accident is an incident which has given rise to injury, ill health or fatality.

NOTE 2 An incident where no injury, ill health, or fatality occurs may also be referred to as a “near-miss”, “near-hit”, “close call” or “dangerous occurrence”.

NOTE 3 An emergency situation is a particular type of incident.

**3.2.22 Risk**

Combinations of the likelihood of an occurrence of a hazardous event or exposure(s) and the severity of injury or ill health that can be caused by the event or exposure(s).

**3.2.23 Risk Assessment**

Process of evaluating the risk(s) arising from a hazard(s), taking into account the adequacy of any existing controls, and deciding whether or not the risk(s) is acceptable

**3.2.24 Safety**

Freedom from unacceptable risk of harm

**3.2.25 Acceptable risk**

Risk that has been reduced to a level that can be tolerated by the organization having regard to its legal obligations and its own Quality, Environment Health and Safety Policy

**3.2.26 Interested Parties**

Individual or group concerned with or affected by the EHS performance.

Note: The abbreviations used in the procedures are detailed in the respective Procedures / Process Approach.

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- 3.2.27 **Inspection:** Examination of a product, process, service, or installation or their design and determination of its conformity with specific requirements or, on the basis of professional judgment, general requirement.
- NOTE 1 Inspection of processes can include personnel, facilities, technology or methodology.
- NOTE 2 Inspection procedures or schemes can restrict inspection to examination only.
- NOTE 3 Adapted from ISO/IEC 17000:2004, definition 4.3.
- NOTE 4 the term “item” is used in this International Standard to encompass product, process, service or installation, as appropriate.
- 3.2.28 **Inspection system (3.6):** rules, procedures, and management for carrying out inspection.
- NOTE 1 an inspection system can be operated at international, regional, national or sub-national level.
- NOTE 2 Adapted from ISO/IEC 17000:2004, definition 2.7.
- 3.2.29 **Inspection scheme (3.7):** inspection system to which the same specified requirements, specific rules and procedures apply.
- NOTE 1 Inspection schemes can be operated at international, regional, national or sub-national level.
- NOTE 2 Schemes are sometimes also referred to as “programmers”.
- NOTE 3 Adapted from ISO/IEC 17000:2004, definition 2.8.
- 3.2.30 **Assessment:** process that evaluates a person’s fulfillment of the requirements of the operator competency.

### 3.3 Abbreviations

- NCMT NATIONAL CENTER FOR MANAGEMENT & TRAINING
- ISO INTERNATIONAL ORGANISATION FOR STANDARDIZATION
- OP OPERATIONS DIRECTOR
- MR MANAGEMENT REPRESENTATIVE
- MRQ MANAGEMENT REPRESENTATIVE FOR QUALITY
- I/CH IN CHARGE
- PPE PERSONAL PROTECTIVE EQUIPMENT
- IMS INTEGRATED MANAGEMENT SYSTEM
- QMS QUALITY MANAGEMENT SYSTEM
- OHSAS OCCUPATIONAL HEALTH & SAFETY ASSESSMENT SERIES
- EMP ENVIRONMENT MANAGEMENT PROGRAM
- EHS ENVIRONMENT HEALTH AND SAFETY

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- IMSM                    IMS MANUAL
- PDCA                    PLAN DO CHECK ACT
- REF.                    REFERENCE
- REV.                    REVISION
- NO.                    NUMBER
- SRNO.                    SERIAL NUMBER
- STD                    STANDARD
- WI                    WORK INSTRUCTIONS
- ESMA                    Emirates Authority Standardization & Metrology
- ENAS                    Emirates National Accreditation System
- IB                    Inspection Body
- QHSE M                    Health, Safety, Environmental & Quality Manager
- QHSE Eng.                    Health, Safety, Environmental & Quality Engineer
- TI                    Technical Inspector
- CPAR                    Corrective / Preventive Action Request
- NCR                    Nonconforming Report
- QSP                    Quality System Procedures
- OSP                    Operation System Processes

## 4.0 MANAGEMENT SYSTEM

### 4.1 General

**National Center for Management & Training** has established, documented and implemented Integrated Management Systems. NCMT maintains and continually improves the effectiveness of QMS, EMS & OHSAS in accordance with the requirements of ISO/IEC 17020: 2012, ISO 9001:2015, ISO 14001:2015, and OHSAS 45001:2007. NCMT has, therefore,

- a) Identified the processes, needed for the Integrated Management Systems, and them Application throughout NCMT, except for the exclusion as mentioned for Design and Development, NCMT carries out all its activities. There are out sourced processes like
- Calibration of Equipment's.
  - NDT Testing,

The control over the outsource process would be done by supplier evaluation for monitoring their performance.

- b) Determined the sequence and interaction of these processes.
- c) Determined the criteria and the methods needed to ensure that, both, the operation and control of these processes are effective.

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- d) Ensured the availability of resources and information necessary to support the operation and monitoring of these processes
- e) Decided to monitor, measure and analyse the above identified processes through IMS Review, Inspection Standards, and Process Sheets
- f) Implemented actions (Management Programmes) necessary to achieve the planned results and deciding, thereon, the continual improvement of these processes.

These processes are managed by NCMT in accordance with the requirements of ISO/IEC 17020: 2012, ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018.

**Refer: - NCMT-ANX-09 IMS Interaction Chart**

## 4.2 Documentation Requirements

### 4.2.1 General

The Integrated Management Systems documentation of NCMT includes:

- a. Documented statement of Quality Management Policy, Environmental, Health & Safety Policy and IMS Objectives, IMS Manual.

Documented procedures wherever required by ISO/IEC 17020: 2012, ISO9001:2015, ISO 14001:2015 and ISO 45001:2018 where the absence of these procedures can affect the Quality of the product, Environment and / or compliance with NCMT's Quality Management Policy, Environment, Health and Safety Policy & Objectives.

- b. Records as per requirements of the standard including those required for demonstrating the objective evidence of implementation.

NCMT has developed “**Documentation Structure**” as given below:

|                   |                                                          |
|-------------------|----------------------------------------------------------|
| <b>Level 01 -</b> | <b>IMS Manual</b>                                        |
| <b>Level 02 -</b> | <b>Procedures</b>                                        |
| <b>Level 03 -</b> | <b>Work Instructions</b>                                 |
| <b>Level 04 -</b> | <b>Forms</b>                                             |
| <b>Level 05 -</b> | <b>Annexures</b>                                         |
| <b>Level 06 -</b> | <b>External Documents (regulations, standards, etc.)</b> |

Wherever, the Standards have required the “Documented Procedures” the same have been established, documented, integrated where applicable, implemented and maintained. While planning for the processes, apart from these procedures, other Process Approach and guidelines / work instructions have also been identified based on the type of the activity, complexity of the processes and the existing competence of the personnel in NCMT.

### 4.2.2 Manual

NCMT has established and maintained this IMS Manual that includes the applicable Scope of the Integrated Management Systems. Wherever the procedures have been established, the same have been referenced in the relevant Sections. Wherever no procedures are required, the required methodology as adopted and implemented to meet the requirement of the standard has been explained in the Manual itself. The interaction between the processes of Management

System has also been defined in the individual procedures / process approach documents departmentally.

#### 4.2.3 Control of Documents

Documented processes have been established defining the method and controls for including:

- Identifying the need of documents.
- Preparing the required documents;
- Approving new documents for adequacy prior to issue;
- Reviewing and updating as necessary and re-approving documents;
- Maintaining master list of documents, identifying revision status;
- Identifying nature of change in the document or the appropriate attachment, maintaining records of changes.
- Controlling procurement, review, updating, identification & distribution of documents of external origin;
- Ensuring withdrawal of obsolete / invalid documents and their replacement with revised documents and maintaining records including destroying obsolete / invalid documents unless retained for any purpose
- Identifying obsolete documents if retained for any purpose;
- Ensuring documents remain legible and readily identifiable;
- Ensuring that relevant versions of applicable documents are available at points of use;
- Timely review, distribution and implementation of standard / specification based on customer required schedule recording date on which change is implemented.

NCMT has established a “Documented Procedure” “Control of documents” which defines the controls needed for identification, storage & protection, retrieval, retention time, and disposition of documents. The retention period of the records is decided based on Govt. / Legislative/Customer/NCMT requirements.

**Refer: - NCMT-QP-02-Control of Documents and Records**

| Clauses Applicable as per Standard - |                                                                                                                 |
|--------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| ISO/IEC 17020: 2012                  | Same as ISO 9001: 2015 since NCMT adopted “Option B” Management System (refer to clause 8.1.3 of the standard). |
| ISO 9001:2015 -                      | 4.2.3                                                                                                           |
| ISO 14001:2015 -                     | 4.4.4, 4.4.5                                                                                                    |
| ISO 45001:2018 -                     | 7.5.3                                                                                                           |

#### 4.2.4 Control of Records

NCMT maintains a record system necessary to demonstrate the effective fulfilment of the training & inspection procedures and to enable an evaluation of the both services. While planning for the processes, NCMT has determined, established and maintained applicable “Records” which

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provide evidence of conformity to the Service, and Quality, Health & Safety, Environmental requirements including the effective operation of the Integrated Management Systems. The records are maintained in such a manner that these remain legible, readily identifiable and retrievable.

NCMT has established a "Documented Procedure" "Control of Records" which defines the controls needed for identification, storage & protection, retrieval, retention time, and disposition of records. The retention period of the records is decided based on Govt. / Legislative / Customer / NCMT requirements.

All data storage is available and all data system is maintaining back up monthly.

#### **Inspection reports and certificates (clauses 7.3 and 7.4 of ISO/IEC 17020:2012)**

The work carried out by NCMT is covered by a retrievable inspection report and certificate which includes all of the following, as minimum:

- Identification of NCMT as the issuing body;
- Unique identification and date of issue;
- Date(s) of inspection;
- Identification of the item(s) inspected;
- Signature or other indication of approval, by authorized personnel, the NCMT inspection report contain the name of the inspector(s) who performed the inspection;
- A statement of conformity;
- The inspection results.
- In cases when the customer requests changes to the inspection & testing report or inspection certificate after issue in order to make corrections or additions due to wrong data which have been entered into inspection report or certificate, NCMT shall prepare an amended report or certificate and shall identify the report or certificate replaced indicating the new control number or serial number at the format of:

Example:

|                | <b>OLD Certificate</b> | <b>NEW Certificate</b> |
|----------------|------------------------|------------------------|
| Serial Number: | NCMT-11/9999           | NCMT-11/9999 REV. 01   |

**The old serial number followed by a REV.01 and Number will be the serial number of the new certificate.**

On the report or certificate there shall be a note that this the current issue of the report or certificate is a replacement of the old one stating the serial number.

- Accreditation Symbol is according to the regulation of ENAS with reference ISO/IEC 17020: 2012 and ENAS - ID. No.: EP 02: The Conditions for the Use of ENAS Accreditation Symbol and reflecting in procedure QP-32

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NCMT shall ensure to provide a certificate to all trained persons and maintain sole ownership of the certificates.

The certificate may take the form of a letter, card or other medium, signed or authorized by a responsible officer of the NCMT.

certificates contain minimum the following information:

- The name of the trained person and a unique certification number.
- The name of the Organization (NCMT).
- A reference to the competence standard or other relevant documents, including issue, on which the certification is based.
- The scope of the certification, including validity conditions and limitations.
- The effective date of certification and date of expiry.

All information listed above is reported correctly, accurately, and clearly. Where the inspection report and certificate contain results supplied by subcontractors, these results shall be clearly identified.

Corrections or additions to an inspection report and certificate after issue shall be recorded in accordance with the relevant requirements of this section. An amended report or certificate shall identify the report or certificate replaced.

**Refer: -**

**NCMT-QP-02-Control of Documents and Records**

**NCMT-QP-07-Control of Service Provision**

**ISO/IEC 17020: 2012 and ENAS - ID. No.: EP 02: The Conditions for the Use of ENAS Accreditation Symbol**

| Clauses Applicable as per Standard - |                                                                                                                                                                                            |
|--------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>ISO/IEC 17020: 2012</b>           | <i>Same records control clause as per ISO 9001:2015 since NCMT adopted "Option B" Management System (refer to clause 8.1.3 of the standard). clauses 7.3 and 7.4 of ISO/IEC 17020:2012</i> |
| <b>ISO 9001:2015 -</b>               | <b>4.0, 4.1, 4.2, 4.2.1, 4.2.2, 4.2.3, 4.2.4</b>                                                                                                                                           |
| <b>ISO 14001:2015 -</b>              | <b>4.0, 4.1, 4.4.4, 4.4.5, 4.5.4</b>                                                                                                                                                       |
| <b>ISO 45001:2018 -</b>              | <b>7.5.3</b>                                                                                                                                                                               |

## 5.0 MANAGEMENT RESPONSIBILITY

### 5.1 Management Commitment

The Management of NCMT is committed to the development and implementation of the Integrated Management Systems related to Quality, Safety & Environment continually improve its effectiveness by:

- a) Communicating to all employees in NCMT, the importance of meeting customers as well as statutory and regulatory requirements through regular training programmes, display of documents and / or departmental meetings,
- b) Implementation of Quality Policy, Environmental, Health & Safety Policy based on the progressive objectives,

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- c) Ensuring that IMS Objectives are established,
- d) Attending and conducting regular management reviews, and
- e) Ensuring the availability of resources for improvements, when required.
- f) NCMT has established a “Documented Procedure”

**Refer: - NCMT-QP - 17      Legal Compliance**

| <i>Clauses Applicable as per Standard -</i> |                   |
|---------------------------------------------|-------------------|
| <b>ISO 9001:2015 -</b>                      | <b>5.0,5.1</b>    |
| <b>ISO 14001:2015 -</b>                     | <b>4.2, 4.4.1</b> |
| <b>ISO 45001:2018 -</b>                     | <b>3.9</b>        |

## 5.2 Customer Focus

The Management of NCMT ensures that customer and legal / statutory requirements are determined and fulfilled with the aim of enhancing customer / employees / statutory bodies' satisfaction. While reviewing the requirements, the implied needs and expectations of the customer / society at large are also identified.

**Refer:**

**NCMT-QP-07      Control of Service Provisions**

| <i>Clauses Applicable as per Standard -</i> |                                                                                                                        |
|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| <b>ISO/IEC 17020: 2012</b>                  | <b>Same as ISO 9001: 2015 since NCMT adopted “Option B” Management System (refer to clause 8.1.3 of the standard).</b> |
| <b>ISO 9001:2015 -</b>                      | <b>5.2</b>                                                                                                             |
| <b>ISO 14001:2015 -</b>                     | <b>4.3.1, 4.3.2, 4.6</b>                                                                                               |
| <b>ISO 45001:2018 -</b>                     | <b>7.5.3</b>                                                                                                           |

## 5.3 Quality Policy, & Environmental, Health & Safety Policy

The Top Management of NCMT has defined Quality Policy, Environmental, Health & Safety Policy and ensuring that the same:

- a) Is appropriate to the purpose and organizational goals of NCMT,
- b) Includes a commitment to comply with customer & regulatory requirements and continually improve the effectiveness of the Integrated Management System,
- c) Provides a framework for establishing and reviewing IMS Objectives,
- d) Is communicated to all employees of NCMT and is understood at all levels in NCMT,
- e) Is periodically reviewed in MRM for continuing suitability.

The Quality Policy, & Environmental, Health & Safety Policy of NCMT have been displayed at all strategic locations and also distributed to all employees. Regular Training Programmes are held for “Understanding” by all the functions throughout the organization.

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**Refer:**

**NCMT-ANX-01 QHSE Policy,**

| <b>Clauses Applicable as per Standard -</b> |                                                                                                                        |
|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| <b>ISO/IEC 17020: 2012</b>                  | <b>Same as ISO 9001: 2015 since NCMT adopted "Option B" Management System (refer to clause 8.1.3 of the standard).</b> |
| <b>ISO 9001:2015 -</b>                      | <b>5.3</b>                                                                                                             |
| <b>ISO 14001:2015 -</b>                     | <b>4.2</b>                                                                                                             |
| <b>ISO 45001:2018 -</b>                     | <b>3.11, 3.14, 3.15, 5.2</b>                                                                                           |

## 5.4 Planning

### 5.4.1 IMS Objectives

Top management of NCMT ensures that **IMS Quality, Environment & Health & Safety Management Program**, including those needed to meet requirements for Product, Environment, are established at relevant functions and levels within NCMT. The objectives are set and monitored for their achievement periodically. The progress of these Objectives and Targets, are reviewed in Management review meetings.

When establishing and reviewing its Objectives, NCMT has considered its Quality Policy, Environmental, Health & Safety Policy, Legal and other requirements, its significant aspects and risks, its technological options and its financial, operational and business requirements and the views of the interested parties.

**Refer:**

**NCMT-ANX-03 Quality Objectives,**

**NCMT-ANX-04 OHSAS Objective,**

**NCMT-ANX-05 Environment Objective**

| <b>Clauses Applicable as per Standard -</b> |                                                                                                                        |
|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| <b>ISO/IEC 17020: 2012</b>                  | <b>Same as ISO 9001: 2015 since NCMT adopted "Option B" Management System (refer to clause 8.1.3 of the standard).</b> |
| <b>ISO 9001:2015 -</b>                      | <b>5.4.1</b>                                                                                                           |
| <b>ISO 14001:2015 -</b>                     | <b>4.3.3</b>                                                                                                           |
| <b>ISO 45001:2018 -</b>                     | <b>6.2.1, 6.2.2</b>                                                                                                    |

### 5.4.2 Integrated Management System Planning

The Management of NCMT ensures that:

- The planning of the Integrated Management Systems is carried out in order to meet the requirements, as well as to meet IMS Objectives. While planning for the products, services, prevention of pollution and minimizing the relevant functions determine the requirements of respective documentation which is in line with the requirements of this manual.

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- b) NCMT has established a “Documented Procedure” “**Hazard Identification, Risk Assessment and Determining Controls Environment Aspect**”.
- c) NCMT ensures IMS Environment Aspect & Impact Identification.

**Refer:**

**NCMT-QP - 10**    *Hazard Identification, Risk Assessment and Determining Controls EnvironmentAspect*

**NCMT-QP - 13**    *Environmental Protection & Waste Management*

**NCMT-ANX-06**    *Environment Aspect Impact Analysis*

**NCMT-ANX-07** *Risk Assessment*

| <i>Clauses Applicable as per Standard -</i> |                                                                                                                        |
|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| <b>ISO/IEC 17020: 2012</b>                  | <i>Same as ISO 9001: 2015 since NCMT adopted “Option B” Management System (refer to clause 8.1.3 of the standard).</i> |
| <b>ISO 9001:2015 -</b>                      | <b>5.4.2</b>                                                                                                           |
| <b>ISO 14001:2015 -</b>                     | <b>4.3.3</b>                                                                                                           |
| <b>ISO 45001:2018 -</b>                     | <b>6.2.1, 6.2.2</b>                                                                                                    |

#### **5.4.2.1 Training Services Planning**

An effective planning is carried out for Training realization. In planning these, NCMT determines the following:

- Requirements for the process.
- The need to establish processes documents and provide resources specific to the Training.
- Required verification, validation, monitoring, inspection and test activities specific to the Training and the criteria for Training acceptance.
- Records needed to provide the evidence that Training realization processes and resulting training meet requirements.
- Quality Plans are prepared for process control, which describe the sequence of processes activities including:
  - The verification activities
  - Related control parameters
  - Reference standards
  - Related documentation
  - Records to be maintained.

| <i>Clauses Applicable as per Standard -</i> |                     |
|---------------------------------------------|---------------------|
| <b>ISO/IEC 17020: 2012</b>                  | <b>Clause 7.1.1</b> |

#### 5.4.2.2 Planning: EMS

##### Identification of Environmental aspects:

NCMT has established a documented procedure to identify the environmental aspects of its activities, products and services within the defined scope of the IMS management system that it can control and those it can influence taking into account planned or new development, or modified activities, products and services and to determine those activities that can have significant impact(s) on the environment (significant environmental aspects.) The activities have been considered for Normal, Abnormal, and Emergency conditions.

NCMT while framing the objective and targets has taken in to account these significant environmental aspects in establishing, implementing and maintaining its IMS management system so as to control these significant aspects.

NCMT while framing the operational control procedures has taken in to account these significant environmental aspects in establishing, implementing and maintaining its IMS management system so as to control these significant aspects.

##### Refer:

**NCMT-QP-10**     *Hazard Identification, Risk Assessment and Determining Controls / Environment Aspect*

**NCMT-ANX-06**     *Environment Aspect Impact Analysis*

| Clauses Applicable as per Standard - |              |
|--------------------------------------|--------------|
| ISO 9001:2015 -                      | 5.4.2        |
| ISO 14001:2015 -                     | 4.3.3        |
| ISO 45001:2018 -                     | 6.2.1, 6.2.2 |

#### 5.4.2.3 Planning: OHSAS

##### Planning for Hazard identification, risk assessment and risk control:

NCMT has established a documented procedure for the ongoing the identification hazard, the assessment of the risks and the implementation of necessary risk control measures. It has included -routine and non-routine activities; activities all personnel having access to the work place (including sub contactors, visitors). Facilities at the work place, whether provided by NCMT or others.

NCMT while framing the objective and targets has taken in to account these significant risks in establishing, implementing and maintaining its IMS management system so as to control these significant risks.

NCMT while framing the operational control procedures has taken in to account these significant risks in establishing, implementing and maintaining its IMS management system so as to control these significant risks.

|              |           |          |    |           |    |            |            |
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NCMT while establishing the documented procedure for the ongoing identification of hazard, the assessment of the risks and the implementation of necessary risk control measures, has taken care of the following methodology:

- ❖ Has defined with its scope, nature and timing to ensure it is proactive rather reactive.
- ❖ Has provided the classification of risks and identification of those that to be eliminated or controlled by Objectives and targets or operational control measures.
- ❖ Be consistent with operating experience and the capabilities of risk control measures employed.
- ❖ Provide input to training need assessment.
- ❖ Provide for the monitoring of the required actions to ensure both the effectiveness and timeliness of their implementation.

**Refer: NCMT-QP-10 Hazard Identification, Risk Assessment and Determining Controls / Environment Aspect**

**NCMT-ANX-07 Risk Assessment**

| Clauses Applicable as per Standard - |              |
|--------------------------------------|--------------|
| ISO 9001:2015 -                      | 5.4.2        |
| ISO 14001:2015 -                     | 4.3.3        |
| ISO 45001:2018 -                     | 6.2.1, 6.2.2 |

#### 5.4.2.4 Legal and other requirements:

NCMT has established a documented procedure for to identify the applicable legal requirements and other requirements to which the organisation subscribes related to environmental, health and safety these applicable legal and other requirements are taken in to account in establishing, implementing and maintaining the IMS management system.

NCMT maintains 'LEGAL REGISTER' of environment and health and safety regulations, which includes all applicable regulatory requirements

**Refer: -**

**NCMT-QP - 17 Legal Compliance**

**NCMT-ANX-08 Legal Register**

| Clauses Applicable as per Standard - |              |
|--------------------------------------|--------------|
| ISO/IEC 17020: 2012                  | Clause 7.1.5 |
| ISO 9001:2015 -                      | 5.2, 7.2.1   |
| ISO 14001:2015 -                     | 4.3.2        |
| ISO 45001:2018 -                     | 3.9, 6.1.3   |

## 5.5 Responsibility, Authority and Communication

### 5.5.1 Responsibility and Authority

|              |           |          |    |           |    |            |            |
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The Management of NCMT has defined the responsibilities and authorities of the personnel within the Integrated Management Systems and communicated the same within NCMT.

This also includes an IMS QHSE Officer, QHSE Committee, IMS Organization Chart, IMS Roles and Responsibilities, for key functions. Departmental organization chart is available in respective departments and their key responsibilities and authorities are referred in their respective Departmental Procedures / Process Approach.

### Responsibility for Quality

Respective heads of the departments are responsible and authorized for corrective action and whenever any non-conformance related to the product or process is identified.

Operations Director, Management Representative in consultation with Head of the department is authorized to stop the activity until the related nonconformity is removed and appropriate actions are implemented effectively.

**Refer: NCMT-ANX-02 Organisation Chart**

**NCMT-QP-09 Job Descriptions**

| Clauses Applicable as per Standard - |                               |
|--------------------------------------|-------------------------------|
| ISO/IEC 17020: 2012                  | 5.2.1, 5.2.2, 5.2.3 and 5.2.7 |
| ISO 9001:2015 -                      | 5.5.1                         |
| ISO 14001:2015 -                     | 4.1,4.4.1                     |
| ISO 45001:2018 -                     | 5.3                           |

### 5.5.2 Management Representative

The Management has appointed a single Management Representative. In the IMS management system the management representative is considered as Management Appointee. He is assisted by team members.

The Management Representative has the responsibility and authority for the following IMS activities, irrespective of his current assignments.

- Ensuring that processes needed for the Integrated Management System are established, implemented and maintained;
- Reporting to top management on the performance of the Integrated Management Systems and any need for improvement during Management Review Meetings;
- Ensuring the promotion of awareness of customer/ legal requirements of the site by holding awareness programmers, conducting meetings or displaying these requirements at appropriate locations.
- Liaison with external agencies on matters related to Integrated Management System Team Leader has the responsibility and authority for the following IMS activities, irrespective of his current assignments.
  - To manage Quality & Environmental team and organize its work

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- b) To ensure relevant training and education of the quality & environmental team members.
- c) To ensure that the IMS is established, implemented, maintained and updated.
- d) To report to the organization's top management on the effectiveness and suitability of IMS.

### Technical Manager

The Technical Manager of NCMT is acting as a technical inspector. He has the overall capabilities, qualification, experience and responsibility that all inspection activities are carried out in accordance with ISO/IEC 17020: 2012.

| <i>Clauses Applicable as per Standard -</i> |                  |
|---------------------------------------------|------------------|
| <b>ISO/IEC 17020:2012</b>                   | <b>5.2.5</b>     |
| <b>ISO 9001:2015 -</b>                      | <b>5.5.2</b>     |
| <b>ISO 14001:2015 -</b>                     | <b>4.4.1</b>     |
| <b>ISO 45001:2018 -</b>                     | <b>3.3, 3.12</b> |

### 5.5.3 Communication

In accordance with its policy, NCMT maintains communication with internal and external parties to insure flow of information on its IMS performance, feedback, new developments, and concerns, if any.

#### Internal Communication

Copies of NCMT Policy are displayed at various locations and issued to all employees at the time of induction, and to other interested parties. The IMS objectives, targets, and performance are communicated to employees.

#### Training and awareness programs during induction

A- Communications boards

B- IMS improvement group meetings

#### External Communication

Customers, contractors, suppliers, and other concerned agencies are provided information as requested. Customers' contact and communication is provided by Operations Director / Management Representative.

| S. No | Details                 | Mode of Communication.                               |
|-------|-------------------------|------------------------------------------------------|
| 1     | QHSE Policy -           | Display boards.                                      |
| 2     | Objectives & Targets -  | Format. Management review meetings.                  |
| 3     | Customer Satisfaction - | Customer feedback form                               |
| 4     | Non-conformance -       | Internal& external audits                            |
| 5     | Daily progress review - | Daily review meetings.                               |
| 6     | Communication -         | Internal: Intercom. Mobile phone, Inter office memo, |

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|   |                 |                                                                                                 |
|---|-----------------|-------------------------------------------------------------------------------------------------|
|   |                 | reviews meetings, internal mail.                                                                |
|   |                 | External: Fax, e mail, telephone, mobile phone, by correspondence, direct contact by in person. |
| 7 | Participation - | Safety Committee meetings: Operation review meetings.                                           |
| 8 | Consultation -  | Safety Committee meetings: Operation review meetings.                                           |

**Refer:**

**NCMT-QP-19 Consultation, participation and communication**

| Clauses Applicable as per Standard - |                                       |
|--------------------------------------|---------------------------------------|
| <b>ISO/IEC 17020:2012</b>            | <b>4.2, 6.1.4, 6.1.5, 6.1.6, 6.3,</b> |
| <b>ISO 9001:2015 -</b>               | <b>5.5.3</b>                          |
| <b>ISO 14001:2015 -</b>              | <b>4.4.3</b>                          |
| <b>ISO 45001:2018 -</b>              | <b>7.4.1, 7.4.2, 7.4.3</b>            |

## 5.6 Management review

### 5.6.1 General

Top Management of NCMT reviews Integrated Management Systems, at planned intervals of once a year, to ensure its continuing suitability, adequacy and effectiveness. All the processes related to Integrated Management Systems of NCMT are reviewed by the Management Review Committee, which comprises of all Functional / Departmental Heads by the Operations Director, Management Representative.

NCMT has established a "Documented Procedure" "The review includes assessing opportunities for improvement and the need for changes to the Integrated Management Systems, including the QHSE Policy & objectives. Records of management reviews as the minutes of Management Review Committee meeting are maintained and circulated by Management Representative.

**Refer: NCMT-QP-03-Internal Audit and Management Review**

| Clauses Applicable as per Standard - |                                                                                                                        |
|--------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| <b>ISO/IEC 17020: 2012</b>           | <b>Same as ISO 9001: 2015 since NCMT adopted "Option B" Management System (refer to clause 8.1.3 of the standard).</b> |
| <b>ISO 9001:2015 -</b>               | <b>5.6.1</b>                                                                                                           |
| <b>ISO 14001:2015 -</b>              | <b>4.6</b>                                                                                                             |
| <b>ISO 45001:2018 -</b>              | <b>9.3</b>                                                                                                             |

### 5.6.2 Review input

The input to management review in the form of Agenda for Management Review in Management Review Committee meeting include information for the period under review on requirements of ISO/IEC 17020: 2012, ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 However, more focus is laid down on the following:

|                     |           |                 |    |                  |    |                   |            |
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- a) Follow up on actions from previous management reviews,
- b) Results of audits
- c) Customer feedback, customer complaints & interested party communication
- d) Process performance and product conformity reports,
- e) Safeguarding Impartiality.
- f) Appeals and Complaints.
- g) Analysis of verification activities.
- h) Evaluation of legal compliance and development in legal.
- i) Environmental and Health & Safety Performance reports
- j) Status of incident investigations& emergency situations
- k) Participation and consultation
- l) Aspect Impact Hazard analysis
- m) Status of Continual Improvement, Objectives targets
- n) Results of system updating activities.
- o) Changing circumstances that can affect IMS.

| <b>Clauses Applicable as per Standard -</b> |                                                                                                                        |
|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| <b>ISO/IEC 17020: 2012</b>                  | <b>Same as ISO 9001: 2015 since NCMT adopted "Option B" Management System (refer to clause 8.1.3 of the standard).</b> |
| <b>ISO 9001:2015 -</b>                      | <b>5.6.2</b>                                                                                                           |
| <b>ISO 14001:2015 -</b>                     | <b>4.6</b>                                                                                                             |
| <b>ISO 45001:2018 -</b>                     | <b>9.3</b>                                                                                                             |

### 5.6.3 Review output

The minutes of the management review meeting are recorded and maintained for a specified period. The output from the management review in the form of Minutes of Management Review Committee Meeting and any decisions related to:

- a) Improvement of the effectiveness of the Integrated Management Systems and its processes,
- b) Improvement of product related to customer requirements, environmental status related to society at large and
- c) Resources needs for the improvements.

**Refer: NCMT-QP-03-Internal Audit and Management Review**

| <b>Clauses Applicable as per Standard -</b> |              |
|---------------------------------------------|--------------|
| <b>ISO 9001:2015 -</b>                      | <b>5.6.2</b> |
| <b>ISO 14001:2015 -</b>                     | <b>4.6</b>   |
| <b>ISO 45001:2018 -</b>                     | <b>9.3</b>   |

## 6.0 RESOURCE MANAGEMENT

### 6.1 Provision of Resources

NCMT determines and provides the resources like competent personnel, proper working environment and adequate infrastructure needed to implement and maintain Integrated Management Systems as per ISO/IEC 17020: 2012, ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 and continually improve their effectiveness.

Section In-charges identify the resources required for implementing, performing and verification activities related to NCMT's Integrated Management Systems. These are further examined, reviewed and provided as and when required, to enhance customer satisfaction and improving work conditions for meeting relevant requirements.

| <i>Clauses Applicable as per Standard -</i> |                 |
|---------------------------------------------|-----------------|
| <b>ISO/IEC 17020: 2012</b>                  | <b>Clause 6</b> |
| <b>ISO 9001:2015 -</b>                      | <b>6.1</b>      |
| <b>ISO 14001:2015 -</b>                     | <b>4.4.1</b>    |
| <b>ISO 45001:2018 -</b>                     | <b>7.1</b>      |

### 6.2 Human Resources

#### 6.2.1 General

NCMT has identified the competence level required for the personnel carrying out the activities in different areas of technical and commercial departments. The "Job Descriptions" for all functions has been defined on the basis of requirements related to appropriate education, training, skills and experience for the specific jobs. Hence the personnel performing such work, which affects Quality, OHSAS & Environment, are assigned the tasks on the basis of defined competence. The identified gaps between the current status and "Competency" are also used for considering the training needs of the personnel to make them competent to do their activities. "Competency" is provided by NCMT for recruitment.

| <i>Clauses Applicable as per Standard -</i> |                                   |
|---------------------------------------------|-----------------------------------|
| <b>ISO/IEC 17020: 2012</b>                  | <b>Clause 6.1.1, 6.1.2, 6.1.3</b> |
| <b>ISO 9001:2015 -</b>                      | <b>6.2.1</b>                      |
| <b>ISO 14001:2015 -</b>                     | <b>4.4.2</b>                      |
| <b>ISO 45001:2018 -</b>                     | <b>7.1</b>                        |

#### 6.2.2 Competence, Awareness and Training

The training needs of personnel are identified to make them competent for carrying out their activities related to Quality, OHSAS & Environment. The controls exercised for making the personnel competent are:

- The training needs of the employees are identified through training need assessment. Based on the training need assessment, with MR formulate training plan and forwarded to head office HR department and organise training to the employees. Effectiveness of the training will be evaluated at the end of the training programme through feedback, tests of the trainee.

- b) Recruitment is done by HR Department, as per provided competency matrix from NCMT. Employees files with all the details required like certificates contracts etc., is maintained by HR Dept.

### Training on the Job

Whenever, any change in existing responsibilities are there or any new person is appointed, on-the-job training / induction training is provided as per the organizational needs. Personnel involved in the work which may affect the quality of the product, environment are informed about the consequences to the customer of non-conformity to specified requirements. Irrespective of any effect on Quality, Environment and safety all new entrants undergo through awareness on IMS.

The personnel involved in inspection activities shall not be remunerated in a way that influences the results of inspections.

All personnel of NCMT, either internal or external, that could influence the inspection activities shall act impartially.

All personnel of NCMT, including sub-contractors, personnel of external bodies, and individuals acting on NCMT's behalf, shall keep confidential all information obtained or created during the performance of the inspection/assessment activities, except as required by law.

### Refer:

#### NCMT-QP-05 Human Resources

| Clauses Applicable as per Standard - |                                                 |
|--------------------------------------|-------------------------------------------------|
| ISO/IEC 17020: 2012                  | Clause 6.1.5, 6.1.6, 6.1.6, 6.1.7, 6.1.8, 6.1.9 |
| ISO 9001:2015 -                      | 6.2.2                                           |
| ISO 14001:2015 -                     | 4.2.2                                           |
| ISO 45001:2018 -                     | 7.2, 7.3                                        |

### 6.3 Infrastructure, facilities and equipment

NCMT identifies and determines the required infrastructure at the time of Planning for Product Realization (Refer Clause No. 7.1). The infrastructure considered during planning includes:

- Adequate buildings for storage, inspections, environment monitoring, adequate workspace for Training including safety of the personnel and better housekeeping.
- Required associated utilities like Power, Training Room, Utilities etc.;
- Required process equipment (both hardware and software) which can meet for converting the inputs into required outputs at relevant stages of training and can meet the customer / regulatory requirements,
- Supporting services, such as transport for movement within and outside NCMT and required means of Communication (like Telephones, e-mail, Tele-fax).

As per the identified requirements, NCMT provides the infrastructure needed to achieve conformity to product including all environment / health / safety statutory requirements.

NCMT has also maintaining the above infrastructure in order to ensure their continuing suitability for continual improvements.

Refer: NCMT-ANX-02 Organisation Chart

NCMT-QP-09 Job Descriptions

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**NCMT-ANX-13 QH SE Committee**

| <i>Clauses Applicable as per Standard -</i> |                   |
|---------------------------------------------|-------------------|
| <b>ISO/ IEC 17020: 2012</b>                 | <b>Clause 6.2</b> |
| <b>ISO 9001:2015 -</b>                      | <b>6.3</b>        |
| <b>ISO 14001:2015 -</b>                     | <b>4.4.1</b>      |
| <b>ISO 45001:2018 -</b>                     | <b>7.1</b>        |

#### 6.4 Occupational Health, Safety and Work Environment

The work environment needed to achieve conformity to product; Quality, Environment, health and safety requirements are identified and provided.

NCMT has established a “**Documented Procedure**”

**Refer:**

**NCMT-QP-10- Hazard Identification, Risk Assessment and Determining Controls Environment Aspect**

**NCMT-QP-11- Emergency Preparedness Programme**

**NCMT-QP-14 Handling & Investigation of Accidents**

#### Personnel Health and Safety to achieve QEHS of Product

NCMT provides safe & healthy working environment and takes adequate steps to prevent accidents and injury to health arising out of, associated with or occurring in the course of work, by minimizing the causes of hazards inherent in the working environment. This is carried out keeping in mind the prevailing knowledge of the organisation and of any specific hazards. The requirements of Personnel Protective Equipment (PPE) have accordingly been identified in the work standards. The Personnel are provided with suitable PPE's to avoid the risks and accidents and it is ensured that the same are being used by the personnel.

It is ensured that adequate ventilation, lighting, and temperature, as per process requirement is provided. NCMT has designated Safety Committee which is responsible for the welfare, health and safety of all personnel, and accountable for the implementation of the Health and Safety requirements. Safety Committee maintains the records of accidents and after finding the route cause, takes immediate suitable corrective actions in consultation with respective Departmental Heads to eliminate / reduce their occurrence.

Towards Health consciousness, NCMT provides clean, hygienic toilets including access to potable drinking water for use by all personnel in NCMT. The toilets are cleaned at specified frequency. First Aid Supplies are always available.

NCMT also provides facilities for clean & safe and meet the basic needs (*like Seats, Potable Water, Toilet and Fan*) for the use of personnel.

NCMT determines and manages the required work environment needed to achieve conformity to product requirements. At the time of planning for Product Realization (Refer Chapter No. 7.1), the requirements of Work Environment are considered & examined and wherever required, reviewed for their up-gradation. The following applicable work environment factors are considered at the time of planning:

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- Temperature, humidity, vibration, air quality, noise, lighting, as appropriate to the nature of the work being performed;
- Human factors such as ergonomics (*space required for effective and safe working*) need for the use of personal protective equipment (*PPEs*).

The work conditions and environment are always improved for meeting the product and regulatory requirements. These requirements are met by providing the adequate facilities and conducting regular maintenance for their upkeep.

| <b>Clauses Applicable as per Standard -</b> |                     |
|---------------------------------------------|---------------------|
| <b>ISO/IEC 17020: 2012</b>                  | <b>Clause 7.1.9</b> |
| <b>ISO 9001:2015 -</b>                      | <b>6.4</b>          |
| <b>ISO 45001:2018 -</b>                     | <b>3.3, 3.6</b>     |

#### **6.5 Subcontracting (clause 6.3 of ISO/IEC 17020: 2012)**

NCMT itself normally performs the inspections and training not subcontracting these requirements.

## **7. PRODUCT REALIZATION**

### **7.1 Planning of Product Realization**

NCMT uses multi-disciplinary approach for Planning of the product realization. While planning, it is ensured that the requirements of the other processes of the Integrated Management Systems are consistent with the anticipated requirements.

The feasibility study, Process, Environmental Aspect – Impact – Risk Analysis are prepared and Operational Control Procedures / Work Instructions necessary records are developed. These documents also identify such characteristics / indicators for products / services which need to be constantly monitored to meet the specified IMS requirements. These documents are developed at the system, sub-system and finished product levels for the products processed during the different phases.

Such Characteristics which when deviated may result into business / environmental risks are identified by NCMT and indicated at appropriate steps in IMS Review, Monitoring Instructions.

The resources, infrastructure, work environment and competency of required personnel are also identified.

NCMT has also established inspection instructions in accordance with BRITISH STANDARDS and LEEA code of practice for all types of lifting equipment which it inspects as part of its scope including also instructions on inspection planning.

Following are considered, as appropriate, at the time of development, updating / modification for improvement in the existing process:

- Identified IMS Objectives and requirements for the quality of product / environment the need to establish processes, documents, and provide resources specific to meet the requirements for the above;

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- b) Required verification, validation, monitoring, inspection and test activities specific to the processed at relevant stages of processes including their Quality, OHSAS, Environmental requirements. The criteria for their acceptance are also decided;
- c) Records needed to provide objective evidence that the realization processes and resulting product / environmental indicators fulfil the requirements.
- d) Customer requirements as well as statutory requirements and references to its technical specifications are included in the planning of product realization as a component of the quality plan.
- e) During the IMS review, the Quality / Environment/Safety risks by failure modes and their current status (i.e. Severity, Occurrence, and Detection criteria) are studied. The current and required controls are also identified. Wherever the same needs to be upgraded for improvements, the action plans are made for the same.
- f) The organization follows a process to control and react to the changes that have impact on product realization. The effect of any change, including those changes caused by any supplier, is also assessed and verification & validation activities are defined to ensure compliance with customer requirements. Where appropriate, changes are validated before implementation.

**Refer:**

**NCMT-QP-01-Independently judgement**

**NCMT-QP-05-Human Resource & Training Process**

**NCMT-QP-06-Purchasing and Contracting**

**NCMT-QP-07- Control of Service Provisions**

**NCMT-QP-08-Control of Measuring Devices**

| Clauses Applicable as per Standard - |            |
|--------------------------------------|------------|
| ISO/ IEC 17020                       | Clause 7.1 |
| ISO 9001:2015 -                      | 7.1        |
| ISO 14001:2015 -                     | 4.4.6      |
| ISO 45001:2018 -                     | 6          |

## 7.2 Customer Related Processes

### 7.2.1 Determination of Requirements Related to Product

NCMT has established a “**Documented Process Approach**” to determine

- a) requirements specified by the customers, including the requirements for delivery activities for use by end users,
- b) requirements not stated by the customer but necessary for the application of product for use or known intended use,
- c) statutory and regulatory requirements related to the product if any, and
- d) Implied needs and expectation or additional requirements required by customer, if known.

**Refer:**

|              |           |          |    |           |    |            |            |
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**NCMT-QP-05-Human Resource & Training Process**

**NCMT-QP-07- Control of Service Provisions**

**NCMT-QP-21 Process for Sales and Marketing**

| <i>Clauses Applicable as per Standard -</i> |                          |
|---------------------------------------------|--------------------------|
| <b>ISO/ IEC 17020</b>                       | <b>Clause 7.1.5</b>      |
| <b>ISO 9001:2015 -</b>                      | <b>7.2.1</b>             |
| <b>ISO 14001:2015 -</b>                     | <b>4.3.1,4.3.2,4.4.6</b> |
| <b>ISO 45001:2018 -</b>                     | <b>7.5.3</b>             |

## 7.2.2 Review of Requirements Related to Product

NCMT have a contract or work order control system, according to this system NCMT reviews the requirements related to the product. This review is conducted prior to NCMT's commitment to supply products to the customer and ensures that:

- The requirements are adequately defined and documented and that special conditions are understood, so that unambiguous instructions can be issued to personnel performing the duties to be required.
- Product requirements including their delivery schedules are clearly defined. Where no documented requirements are received, the same are confirmed before acceptance by sending letters / e-mails to the customer for providing the products.
- Any difference between the contract or order requirements and those in the registration process are resolved;
- Contract or order requirements differing from those previously expressed are resolved,
- Work to be undertaken is within NCMT expertise and that it has adequate resources to meet the defined requirements. Resources can include, but are not limited to, facilities, equipment, reference documentation, procedures or human resources.
- Work being undertaken is controlled by regular review and corrective action.
- The requirements of the contract or work order have been met.

Records of the results of the review and actions arising from the review as IMS records are also maintained.

| <i>Clauses Applicable as per Standard -</i> |                     |
|---------------------------------------------|---------------------|
| <b>ISO/ IEC 17020</b>                       | <b>Clause 7.1.5</b> |
| <b>ISO 9001:2015 -</b>                      | <b>7.2.2</b>        |
| <b>ISO 14001:2015 -</b>                     | <b>4.3.1,4.4.6</b>  |
| <b>ISO 45001:2018 -</b>                     | <b>3.24, 6.1.3</b>  |

## Customer Communication

In a “**Documented Procedure**”, NCMT has determined and assigned responsibilities of respective Customer Representatives for implementing effective arrangements for communicating with customers in relation to:

|                     |           |                 |    |                  |    |                   |            |
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Inquiries, contracts or order handling, including amendments, and Customer feedback, including resolving customer complaints. Such feedback from customer is reviewed and analysed for root cause analysis of the problems. The decisions are taken for corrective and preventive actions including further improvements in the products / processes.

**Refer:**

**NCMT-QP-05-Human Resource & Training Process**

**NCMT-QP-07- Control of Service Provisions**

| Clauses Applicable as per Standard - |                   |
|--------------------------------------|-------------------|
| ISO/ IEC 17020                       | Clause 7.1.5, 7.5 |
| ISO 9001:2015 -                      | 7.2.3             |
| ISO 14001:2015 -                     | 4.3.3             |
| ISO 45001:2018 -                     | 7.4               |

### 7.3 Design and Development

Design and development activities include development of the course syllabus as per the legal requirements, NEBOSH etc that suits the requirements of the customers.

#### 7.3.1 Design and development planning

Design and development would be planned as per the course & customer requirements. This plan consists of the following:

- The starting point of this plan is the final course syllabus that needs to be developed. This can be made available either from the course material available in the market or customer and legal requirements.
- Identification of the syllabus suitable for functional needs as well as legal requirements.  
Following are identified during the design and development plan
- Details of input and output
- Identification of phases of development such as inputs to each phase, output of each phase and final outcome of the finished product.
- Identification of specific inputs like items required for preparing the product and sources of each item involved.

#### 7.3.2 Design and Development inputs

Design and development inputs include:

- a) Customer, Market need and expectations
- b) Legal Requirements and International Standards

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- c) Functional and performance requirements
- d) Targeted objectives

Design and development input requirements include performance related to safety & hygiene requirements are identified; adequacy criterion is reviewed. Interface between various functions like design of the syllabus, legal requirements, and international standard requirements shall be taken care by the organization.

**Refer: -**

**NCMT-QP-05-Human Resource & Training Process**

### 7.3.3 Design and Development outputs

Design and development outputs are provided in the form that can be verified. Design of each course final designed is prepared once the samples are as per the customer requirements.

Design and development outputs are ensuring the following:

- a) Meet input and output requirements
- b) Course specifications, quality checks
- c) Contain or reference product acceptance criteria, and
- d) Specify the characteristics of the product that are essential for its safe and proper use.

Design and development output endure that the design and performance requirements are met as per acceptance plans. In case of any discrepancy the design, specifications and or customer requirements are forwarded to the Training In-charge for necessary corrections. Upon incorporating the necessary changes Training In-charge passes the Course syllabus to the Technical Manager & Operations Director for approval.

The design and development output are reviewed by the training and technical team against inputs to provide objective evidence that output have effectively and efficiently met the requirements of the process and product.

**Refer: -**

**NCMT-QP-05-Human Resource & Training Process**

### 7.3.4 Design and Development reviews

Operations Director ensures that persons are assigned at appropriate stages to manage and conduct systematic reviews to determine the design and development objectives are achieved. These reviews are conducted before conducting the course and customers feedback after completion of the course and its records of design review are maintained

Reviews are performed to:

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- a) Adequacy of inputs to perform the design of product in review
- b) Reviewing customer complaints on the products and arrive at suitable corrective actions
- c) Process improvements if any

The organization also ensures that at suitable stages reviews are carried out to ensure the needs of internal customers are met at all stages of development.

**Refer: -**

**NCMT-QP-05-Human Resource & Training Process**

### 7.3.5 Design and development verification

Design and development verification are performed to ensure that the design output meets design Input requirements. The method of verification is as follows

- Review of design stage documentation
- Evaluation against competition products
- Comparison of input requirements with output of the process
- Trials to check compliance with the specific input requirements
- Evaluating of past experiences and incorporating correct methods

Design verification shall include adequacy of course syllabus and its improvements, output verification, failures investigation and future process needs. Necessary records of design verification and required actions to be maintained.

**Refer: -**

**NCMT-QP-05-Human Resource & Training Process**

### 7.3.6 Design and development validation

Design and development validation are performed to ensure the product meets customer requirements. This may be performed at

- In house Integration of the training course
- Customer Acceptance

Only validated products are submitted for acceptance and subsequent use. Design validations shall also include adequacy of process/products and its improvement, usability of output, failures investigation activities and future process needs.

**Refer: -**

**NCMT-QP-05-Human Resource & Training Process**

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### 7.3.7 Design and development changes

All design and development changes and modifications are identified, documented, reviewed, validated and approved before the training syllabus is put into the training course. Design changes may arise because of amendments to the requirements during implementation feedback from the customer / customer complaints & Customer requirements and also the legal requirements.

Records of the results of the review of changes and any necessary actions are maintained.

**Refer: -**

**NCMT-QP-05-Human Resource & Training Process**

### 7.4 Purchasing

NCMT has established and documented process for Purchase department for carrying out its process in a systematic way.

#### 7.4.1 Purchasing process

The purchased products conform to specified purchase requirements. The type and extent of control applied to the supplier & the purchased product depends upon the effect of the purchased product on subsequent product realization. NCMT evaluates and selects suppliers based on their ability to supply product in accordance with NCMT's requirements. Criteria for selection, evaluation and periodical re-evaluation have been established for the suppliers. Records of the results of evaluations and any necessary actions arising from the evaluation at NCMT or supplier end are maintained by Purchase Department.

**Refer:**

**NCMT-QP-06-Purchasing and Contracting**

| Clauses Applicable as per Standard - |                    |
|--------------------------------------|--------------------|
| ISO/ IEC 17020: 2012                 | Clause 6.2.11, 6.3 |
| ISO 9001:2015 -                      | 7.4.1              |
| ISO 14001:2015 -                     | 4.4.6              |
| ISO 45001:2018 -                     | 8.1.4, 9.1         |

#### 7.4.2 Purchasing information

NCMT has established criteria for detailing adequate "Purchasing Information" in the Purchase Documents (*in hard copies / through e-mails*) for the products to be procured. The product details are described in Purchase Documents.

The Operations Director / MR review the purchase information to ensure the adequacy of specified purchase requirements prior to their communication or issue to the suppliers. The

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Environment and Material safety related information and its requirements would be communicated to the Suppliers.

**Refer:**

**NCMT-QP-06-Purchasing and Contracting**

| Clauses Applicable as per Standard - |                    |
|--------------------------------------|--------------------|
| ISO/ IEC 17020: 2012                 | Clause 6.2.11, 6.3 |
| ISO 9001:2015 -                      | 7.4.2              |
| ISO 14001:2015 -                     | 4.4.6              |
| ISO 45001:2018 -                     | 8.1.4, 9.1         |

### 7.4.3 Verification of Purchased Product

NCMT has established a “**Documented Process Approach**” for implementing the Inspection / Testing or Verification of the products, as necessary, for ensuring that purchased products meet the specified purchase requirements. If the products meet the specifications then it is taken for use and if not, it is returned to the suppliers.

NCMT ensures that through this procedure for receiving, inspection and testing, all materials which have impact on product requirements at incoming stage are inspected, tested/verified for conformance to the specified requirements including those purchased from customer approved sources.

If contractually agreed, NCMT also allows its customers or their representatives to verify that the purchased materials at supplier end for ensuring materials conformance to specified requirements. When it is proposed to verify the purchased product at the supplier's premises by either customer or NCMT representatives, the verification arrangements and the method of product release are specified in the purchase order / Agreements

**Refer:**

**NCMT-QP-06-Purchasing and Contracting**

| Clauses Applicable as per Standard - |                    |
|--------------------------------------|--------------------|
| ISO/ IEC 17020: 2012                 | Clause 6.2.11, 6.3 |
| ISO 9001:2015 -                      | 7.4.2              |
| ISO 14001:2015 -                     | 4.4.6              |
| ISO 45001:2018 -                     | 8.1.4, 9.1         |

## 7.5 Production and service provision

### 7.5.1 Control of Production and Service Provision.

NCMT plans and carries out the activities/service provision under controlled conditions. NCMT plan's the training curriculum activity for the respective batch and execute the curriculum under controlled conditions.

- The availability of information describing characteristics of the product.
- Availability of documents, Operation control procedures, equipment's manual
- Use of suitable equipment's.

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- d) Availability and use of monitoring and measuring equipment's.
- e) Implementation of monitoring and measuring plans.
- f) Implementation of release, delivery and post-delivery activities.
- g) NCMT has established a "Documented Procedure" for training activities.

NCMT has established controlled conditions for testing and inspection services, including:

- Availability of methods and specifications that define the characteristics of the for testing and inspection services,
- Availability of work specifications (use external / customer supplied as well),
- Use and maintenance of suitable equipment,
- Availability and use of suitable measuring and monitoring equipment,
- Implementation of suitable monitoring and measurement activities,
- Implementation of defined processes for release, delivery and post-delivery activities.

Note: NCMT shall validate any processes for Inspection and service provision where the resulting output cannot be verified by subsequent monitoring or measurement and as a consequence, deficiencies become apparent only after the Services is in use or the service has been delivered.

**Refer:**

**NCMT-QP-01-Independently judgement**

**NCMT-QP-05 -Human Resource & Training Process**

**NCMT-QP-06-Purchasing and Contracting**

**NCMT-QP-07- Control of Service Provisions**

**NCMT-QP-08-Control of Measuring Devices**

| Clauses Applicable as per Standard - |                                     |
|--------------------------------------|-------------------------------------|
| ISO/ IEC 17020: 2012                 | Clause 6.2, 6.3, 7.1, 7.2, 7.3, 7.4 |
| ISO 9001:2015 -                      | 7.5.1                               |
| ISO 14001:2015 -                     | 4.4.6                               |
| ISO 45001:2018 -                     | 8.1                                 |

## 7.5.2 Validation of processes for Service Provision

National Center for Management & Training has validated processes for service provision where the resulting output cannot be verified by subsequent monitoring or measurement and as a consequence, deficiencies become apparent only after the product/service has been delivered or to prevent delivery of products that does not meet customer's requirement. In these cases, the activities are only controlled with the use of qualified personnel and processes based on the requirements.

Validation is demonstrated by the ability to achieve planned results.

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National Center for Management & Training has established arrangements for these processes to achieve planned results including.

- Customer Complaint handling; and
- Training development

**Refer:**

**NCMT-QP-01-Independently judgement**

**NCMT-QP-05 -Human Resource & Training Process**

**NCMT-QP-06-Purchasing and Contracting**

**NCMT-QP-07- Control of Service Provisions**

**NCMT-QP-08-Control of Measuring Devices**

| Clauses Applicable as per Standard - |                           |
|--------------------------------------|---------------------------|
| ISO/ IEC 17020: 2012                 | Clause 6.2, 7.1, 7.5, 7.6 |
| ISO 9001:2015 -                      | 7.5.2                     |
| ISO 14001:2015 -                     | 4.4.6                     |
| ISO 45001:2018 -                     | 8.1.4, 9.1                |

### 7.5.3 Identification and Traceability

The identification for the particular job is identical right from the enquiry received till the execution of the job. The bought-out consumables are identified giving details of material, applicable grade / specifications. The inspection and test status of items are identified through inspection records, identified storage space. The inspection and test status of incoming bought out items are identified based on supplier's certificate and / or the inspection and tests performed. These are then stored at designated locations for its identification and traceability.

| Clauses Applicable as per Standard - |            |
|--------------------------------------|------------|
| ISO/ IEC 17020: 2012                 | Clause 7.2 |
| ISO 9001:2015 -                      | 7.5.3      |
| ISO 14001:2015 -                     |            |
| ISO 45001:2018 -                     |            |

### 7.5.4 Customer Property

NCMT will exercise care with customer property while it is being used by the company or under their control. The company will identify, verify, protect and maintain customer property provided for use or incorporation into the product. When customer property is lost or damaged or found to be unsuitable for use, this will be reported to the customer and records will be maintained.

Customer property can include intellectual property and personal data.

NCMT determines and validates any processes where the resulting output cannot be readily or economically verified by subsequent monitoring, inspection or testing. This includes any Testing and Inspection where processing deficiencies may become apparent only after product is in use or the service has been delivered.

The process validation activities include:

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- Defined criteria for review and approval of processes.
- Approval of equipment and qualification of personnel.
- Use of specific methods and procedures
- Requirements for records.

| <i>Clauses Applicable as per Standard -</i> |                   |
|---------------------------------------------|-------------------|
| <b>ISO/ IEC 17020: 2012</b>                 | <b>Clause 6.2</b> |
| <b>ISO 9001:2015 -</b>                      | <b>7.5.4</b>      |
| <b>ISO 14001:2015 -</b>                     |                   |
| <b>ISO 45001:2018 -</b>                     |                   |

### 7.5.5 Preservation of Product

System for handling, storing, preserving and of product is established and maintained. System of handling materials, components and products is established and maintained to ensure protection of these from any type of damage and deterioration and for safe delivery to the customers, internal and external.

Adequate and safe areas and proper methods have been provided for safe storage methods.

Documented procedures are in place to ensure that programme design and training is carried out in accordance with pre-defined parameters and in accordance with the external awarding bodies' requirements where applicable. Inspection and Assessments (Tests) or specified training periods are defined and there is a system in place to control nonconforming (non-achievers /drop outs). Staff performance verification and programme evaluations are carried out at regular intervals during the training process to identify suitability. Training of personnel is such that the desired level of staff performance is obtained consistently. Pre-defined records – competence requirements/standards are maintained in order to demonstrate candidate competence.

| <i>Clauses Applicable as per Standard -</i> |                   |
|---------------------------------------------|-------------------|
| <b>ISO/ IEC 17020: 2012</b>                 | <b>Clause 6.2</b> |
| <b>ISO 9001:2015 -</b>                      | <b>7.5.5</b>      |
| <b>ISO 14001:2015 -</b>                     | <b>4.4.6</b>      |
| <b>ISO 45001:2018 -</b>                     | <b>7.5</b>        |

### 7.6 Control of Monitoring and Measuring Equipment's

NCMT determines the monitoring and measurement to be undertaken and the monitoring and measuring equipment's needed to provide evidence of conformity of product to determined requirements. These are identified while planning for product quality, health & Safety, environment. NCMT ensures that monitoring and measurement are carried out in a manner that is consistent with the monitoring and measurement requirements.

The measuring equipment is identified based on the controls over product and process characteristics and also Environment. Where necessary to ensure the valid results, measuring equipment are:

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- a) Calibrated or verified at specified intervals or prior to use, against measurement standards traceable to international or national measurement standards; where no such standards exist, the basis used for calibration or verification are recorded; A list of such equipment is maintained.
- b) Adjusted or re-adjusted if found to be out of calibration, as necessary;
- c) Identified to enable calibration status through calibration records; complete calibration records are documented and maintained. Records are evaluated periodically to ascertain adequacy of calibration, inspection levels, and calibration methods in use;
- d) Safeguarded from adjustments, as applicable, that would invalidate the measurement result; Protected from damage and deterioration during handling, maintenance and storage of such equipment.
- e) All measuring and test equipment are identified with a tag, sticker, marking or other suitable identification to indicate their calibration status. If it is not possible to put an identification mark, the calibration status is recorded on an appropriate quality document, which is traceable through an indexing system;
- f) In order to provide confidence in the measurement data, the measuring and monitoring processes include confirmation that the devices are fit for use and are maintained to suitable accuracy and accepted standards, as well as a means of identifying the status of the devices.

In case a device is found to be out of calibration / validation, the information is given to user department for assessing and recording the validity of the previous measuring results. NCMT takes appropriate actions on the equipment and any product affected by such measurements. Records of the results of calibration and verification are maintained.

**Refer:**

**NCMT-QP-08-Control of Measuring Devices**

**Measuring Instrument Calibration Certificates**

| Clauses Applicable as per Standard - |            |
|--------------------------------------|------------|
| ISO/ IEC 17020: 2012                 | Clause 6.2 |
| ISO 9001:2015 -                      | 7.6        |
| ISO 14001:2015 -                     | 4.5.1      |
| ISO 45001:2018 -                     | 9.1        |

## 7.7 Operational control

Operational control procedures are established for operations that associated with identified significant aspect/risks so as to control or reduce the adverse impacts associated with them.

NCMT has also established Operational control procedures to control situations where the absence of this will lead to deviations from the QHSE Policy and Objectives & targets.

### Handling of Inspection Items (clause 7.2 of ISO/IEC 17020: 2012):

NCMT ensures items and samples to be inspected are uniquely identified in order to avoid confusion regarding the identity of such items and samples.

NCMT has established whether the item to be inspected has been prepared.

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Any apparent abnormalities notified to, or noticed by, the inspector shall be recorded. Where there is any doubt as to the item's suitability for the inspection to be carried out, or where the item does not conform to the description provided, the inspector is guided to contact the client before proceeding.

NCMT has documented procedures and appropriate facilities to avoid deterioration or damage to inspection items while under its responsibility.

| <b>Clauses Applicable as per Standard -</b> |                                                                              |
|---------------------------------------------|------------------------------------------------------------------------------|
| <b>ISO/IEC 17020:2012 -</b>                 | <b>7.1, 7.2.1, 7.2.2, 7.3, 7.4.1, 7.4.2, 7.4.3, 7.5, 7.5.1, 7.5.2, 7.5.5</b> |
| <b>ISO 14001:2015 -</b>                     | <b>4.4.6</b>                                                                 |
| <b>ISO 45001:2018 -</b>                     | <b>8.1</b>                                                                   |

## **8.0 MEASUREMENT, ANALYSIS AND IMPROVEMENT**

### **8.1 General**

NCMT has planned and implemented the Monitoring, Measurement, Analysis and Improvement processes for demonstrating conformity of the product; environment, health & safety including ensuring the conformity of the Integrated Management Systems, and continually improving the effectiveness of IMS.

### **8.2 Monitoring & Measurement**

#### **8.2.1 Customer Satisfaction**

NCMT determines “Customers Satisfaction” at specified frequency. The methods for obtaining and using the information have been determined through customer, which are transformed into “Customer Satisfaction Indicators” for knowing the customer perception.

Based on the repetitive orders received from the customer which indicates the satisfactory level of the customer and customer feedback forms are also forwarded to the customers for the judge the satisfactory level of the customers.

For the improvement of these indicators, based on the current status of the activities, NCMT finds out route cause and the decisions are taken. These decisions are communicated to the respective Heads of Department for taking necessary corrective actions to enhance customer satisfaction.

Concerned Heads of Department take the necessary actions and inform the results to MR and the same are also verified by the internal auditors. The records of these results including the actions taken are discussed in the Management Review Committee Meetings by Management Representative.

#### **Customer Complaints and Appeals (clauses 7.5 and 7.6 of ISO/IEC 17020: 2012)**

NCMT has documented its process for receiving, evaluating and decisions making on complaints and appeals in its procedure Control of Nonconforming Products, Complaints, Appeals and Corrective & Preventive Actions NCMT-QP-04.

This procedure which describes the handling process for complaints and appeals is available to any interested party upon request.

NCMT is responsible for gathering and verifying all necessary information to validate the complaint or appeal. It is also responsible for all decisions at all levels of the handling process for complaints and appeals.

The decision to be communicated to the complainant or appellant shall be made by, or reviewed and approved by, individual(s) not involved in the original inspection activities in question.

Whenever possible, NCMT gives formal notice of the end of the complaint and appeals handling process to the complainant or appellant. Investigation and decision on appeals shall not result in any discriminatory actions.

**Refer:**

**NCMT-QP-21 Process for Sales and Marketing**

**NCMT-QP-04 Control of Nonconforming Products, Complaints, Appeals and Corrective & Preventive Actions**

| <i>Clauses Applicable as per Standard -</i> |                                                                                                                        |
|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| <b>ISO/IEC 17020: 2012</b>                  | <i>Same as ISO 9001: 2015 since NCMT adopted "Option B" Management System (refer to clause 8.1.3 of the standard).</i> |
| <b>ISO 9001:2015 -</b>                      | <b>8.2.1</b>                                                                                                           |
| <b>ISO 14001:2015 -</b>                     |                                                                                                                        |
| <b>ISO 45001:2018 -</b>                     | <b>9.1</b>                                                                                                             |

## 8.2.2 Internal Audit

NCMT has established a "Documented Procedure" to ensure that. Planned arrangements as per the requirements of ISO/IEC 17020: 2012, ISO 9001:2015, ISO-14001:2015 and ISO 45001:2018 as established by NCMT having influence on product quality, health and safety, environment is subjected to internal audits at a pre-determined schedule to verify the compliance with all aspects of Integrated Management Systems requirements. The procedure defines the responsibilities and requirements for planning and conducting audits, and for reporting results in Management Review Meetings including maintaining records.

The internal audits are planned and coordinated to ensure that entire IMS is audited once a year interval. The procedure defines to establish the audit criteria, scope, frequency and methods of auditing. The auditors are selected in a manner to ensure objectivity and impartiality of the audit process. A schedule for audits, based on the status and importance of the process and results of earlier non-conformances observed, is prepared and responsibility assigned to the personnel for conducting the audits. It is ensured that Auditors do not audit their own work activities. The auditors, during the audit, apart from verifying the activities by using "Check Lists" for the individual process, may also verify the results of earlier non-conformances. The audit reports are documented. The reports of the audits form the basis of taking suitable corrective and preventive actions by concerned Departmental Heads who take the required corrective action without any undue delay i.e. immediate actions are started on such non-conformances, which may result into reducing customer satisfaction level / perception and deviation of statutory and regulatory requirements including desired goals / objectives. Other non-conformances are prioritised and accordingly actions are started to avoid their recurrence.

Follow-up activities include the verification of the corrective actions taken either by actual verification at site or by verifying the related documentation, depending upon the criticality of the non-conformances. The results of the action taken are reviewed and discussed in Management Review Meeting.

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Internal audits include all quality management related processes, support processes; OHSAS, Environment Management System related processes are scheduled according to an annual plan. Based on the internal / external audit results the frequency of the audit is scheduled and the plan is revised accordingly.

It is ensured through appropriate training's that internal auditors who perform/conduct the audit are qualified to audit the requirements of the international standards (i.e. ISO/IEC 17020: 2012, ISO 9001:2015, ISO-14001:2015 and ISO 45001:2018).

**Refer: -**

**NCMT-QP-03 -Internal Audit and Management Review**

| <b>Clauses Applicable as per Standard -</b> |                                                                                                                       |
|---------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| <b>ISO/IEC 17020: 2012</b>                  | <b>Same as ISO 9001: 2015 since NCMT adopted "Option B" Management System (refer to clause 10.0 of the standard).</b> |
| <b>ISO 9001:2015 -</b>                      | <b>8.2.2</b>                                                                                                          |
| <b>ISO 14001:2015 -</b>                     | <b>4.5.5</b>                                                                                                          |
| <b>ISO 45001:2018 -</b>                     | <b>9.2</b>                                                                                                            |

### 8.2.3 Monitoring and Measurement of Processes

Monitoring of the various processes and responsibility are described under each process separately. National Center for Management & Training has applied suitable methods for measurement and monitoring of those realization processes necessary to meet customer requirements. These methods shall confirm the continuing ability of each process to satisfy its intended purpose. To demonstrate the ability of process Internal Audits, management review meetings and analysis of data is conducted. Departmental Quality Objectives are made available to monitor the process performance.

When determining suitable methods, it is advisable that the organization consider the type and extent of monitoring or measurement appropriate to each of its processes in relation to their impact on the conformity to product requirements and on the effectiveness of the IMS.

NCMT has defined the parameters for the different processes adopted for meeting the customer and IMS & statutory requirements. All processes are suitably monitored by respective Heads of Departments in order to ensure that the requirements meet Internal / external customer / legal & Municipality requirements, Customer Complaints.

NCMT has developed systems and identified suitable methods for monitoring all such processes.

| <b>Clauses Applicable as per Standard -</b> |                                    |
|---------------------------------------------|------------------------------------|
| <b>ISO/ IEC 17020: 2012</b>                 | <b>Clause 6.1.8, 6.1.9 and 6.2</b> |
| <b>ISO 9001:2015 -</b>                      | <b>8.2.3</b>                       |
| <b>ISO 14001:2015 -</b>                     | <b>4.5.1,4.5.2</b>                 |
| <b>ISO 45001:2018 -</b>                     | <b>9.1</b>                         |

#### 8.2.4 Monitoring and Measurement of Product

The organization monitors and measures the characteristics of the product to verify that product requirements have been met. This is carried out at appropriate stages of the product realization process in accordance with the planned arrangements. Evidence of conformity with the acceptance criteria is maintained.

The release of product and delivery of service to the customer does not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, where applicable, by the customer.

The product monitoring is carried out as follows: -

- Customer feedback
- Candidates attended the trainings their performance assessment
- Attendance of the trainees
- Monitoring and witnessing of inspectors on-site

NCMT has defined the characteristics for the different outputs achieved at appropriate stages of Product Realization for meeting the customer requirements. All these characteristics are monitored and measured by designated personnel in respective Departments in order to ensure that the product (*Output*) requirements meet Internal / external customer / legal requirements.

Adequate care is being taken up to maintain the quality of Product to meet the requirement of customer.

| Clauses Applicable as per Standard - |                             |
|--------------------------------------|-----------------------------|
| ISO/ IEC 17020: 2012                 | Clause 6.1.8, 6.1.9 and 6.2 |
| ISO 9001:2015 -                      | 8.2.4                       |
| ISO 14001:2015 -                     | 4.5.1,4.5.2                 |
| ISO 45001:2018 -                     | 9.1                         |

#### 8.3 Control of Nonconforming Product

NCMT has established “Documented Procedure”- “Non-Conforming Product” to ensure that products / activities which do not conform to its specified requirements are suitably identified and controlled to prevent their unintended use or delivery.

The controls for dealing with the nonconforming Incoming products / activities by one or more of the following ways;

- a) by prioritising the non-conformance activities, analysing them and taking immediate action, based on their criticality, for their elimination;
- b) Non-conforming incoming products are rejected and kept separately for suppliers to take back;

Non-conforming products / activities are duly identified and the products are kept at designated locations.

The records indicating the nature of non-conformities and the subsequent actions taken for control are maintained. The non-conformance is periodically reviewed for deciding continuous improvements in the products and processes.

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**Refer: NCMT-QP-04-Control of Non-conforming Products, Complains, Appeals and Corrective and Preventive Action**

| <i>Clauses Applicable as per Standard -</i> |                                                                                                                        |
|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| <b>ISO/IEC 17020: 2012</b>                  | <b>Same as ISO 9001: 2015 since NCMT adopted "Option B" Management System (refer to clause 8.1.3 of the standard).</b> |
| <b>ISO 9001:2015 -</b>                      | <b>8.3</b>                                                                                                             |
| <b>ISO 14001:2015 -</b>                     | <b>4.4.7,4.5.3</b>                                                                                                     |
| <b>ISO 45001:2018 -</b>                     | <b>10.1, 10.2</b>                                                                                                      |

### 8.3.1 Incident Investigation

The National Center for Management & Training has a procedure for defining responsibility and authority for handling and investigating accidents, incidents, non-conformances, for taking action to mitigate impacts, and for initiating and completing corrective and preventive actions.

Everyone in National Center for Management & Training is responsible for initiating, monitoring, or requesting corrective actions.

Technical Manager along with QHSE is responsible for identifying, investigating, and documenting the cause of repetitive non-conformance and identifying the corrective actions required to prevent recurrences.

Problems are evaluated for potential impact on processes, safety, quality occurrences, performance, reliability, and customer satisfaction. Causes of non-conformance shall be investigated and corrective actions shall be implemented to prevent recurrence of the non-conformance.

Procedures shall require that all proposed corrective and preventive actions shall be reviewed through the risk assessment process prior to implementation.

Review of corrective actions will be performed to insure these actions are effective. There shall be a system for handling customer complaints. Corrective actions shall be initiated to eliminate the cause of non-conformance.

Corrective actions are issued, recorded, and verified in accordance with documented procedures.

Investigations resulting in required changes to documented procedures are processed in accordance with the document control system and procedures are to be rewritten.

Customer input is documented using customer comment forms and client evaluation reports.

Any changes in procedures resulting from corrective and preventive actions are implemented and recorded. The QHSE Management Representative maintains these records.

**Refer: NCMT-QP-14 Handling & Investigation of Accidents**

| <i>Clauses Applicable as per Standard -</i> |                    |
|---------------------------------------------|--------------------|
| <b>ISO 9001:2015 -</b>                      | <b>8.3</b>         |
| <b>ISO 14001:2015 -</b>                     | <b>4.4.7,4.5.3</b> |
| <b>ISO 45001:2018 -</b>                     | <b>10.1, 10.2</b>  |

### 8.3.2 Emergency Preparedness and Response:

|                     |           |                 |    |                  |    |                   |            |
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However, as a proactive measure NCMT has established “Emergency plan” and testing it by conducting periodical mock drill and reviewing the mock drills.

The plan has taken in to consideration of the following:

- a. Appropriate methods for responding to accidents or emergency situations,
- b. Internal and external communication plans
- c. The actions required to minimize damages
- d. Mitigation and response actions to be taken for different type of accident or emergencies.
- e. A list of key personnel and aid agencies including contact details.
- f. evacuation routes and assembly points
- g. The possibility of Mutual assistance from neighboring organizations.
- h. Identification of potential accidents or emergencies

After the emergency is over, the conditions maintained in site is to be reviewed. If not then it is be dealt under the procedure of **Non-Conforming Product**.

NCMT has established an “Documented procedure’ for to establish a system for identifying the potential emergencies and responding to such situation.

**Refer: - NCMT-QP-04-Control of Non-conforming Products, Complaints, Appeals and Corrective and Preventive Action**

**NCMT-QP-11- Emergency Preparedness Programme**

**NCMT-QP-12- Evaluation of Compliances**

| Clauses Applicable as per Standard - |                                                                                                                 |
|--------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| ISO/IEC 17020: 2012                  | Same as ISO 9001: 2015 since NCMT adopted “Option B” Management System (refer to clause 8.1.3 of the standard). |
| ISO 9001:2015 -                      | 8.3                                                                                                             |
| ISO 14001:2015 -                     | 4.4.7                                                                                                           |
| ISO 45001:2018 -                     | 8.2                                                                                                             |

#### 8.4 Analysis of Data

NCMT determines, collects and analyses appropriate data to demonstrate the suitability and effectiveness of the Integrated Management Systems and evaluates for deciding the continual improvement of IMS. The data is collected at the specified periodicity and the same is provided to Management Representative by designated personnel.

We believe that data collected from various sources and analysis of the same is an important input to growth and further improvement. The data is collected from:

- Suggestions from customers;
- Internal audit results; and
- Meetings

The analysis of data helps in improving:

- The efficacy of the IMS;
- Improvements to various processes;
- Quality of products delivered; and

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- To improve customer satisfaction
- Minimizing Customer Complaints
- Supplier performance Evaluation.

The data is compiled by management representative to indicate the effectiveness. This data is analysed during the Management Review Meetings to decide the Management Programmes.

The “Analysis of Data” includes:

- The data generated as a result of product / process monitoring and measurement in NCMT;
- The Data collected from other relevant sources, e.g. Bench Marking Data from relevant sources for similar products, if applicable.

During the Management Review Meetings, the analysed data, as a minimum, is discussed for focusing the information relating to:

- Customer satisfaction
- Conformance to product requirements,
- Characteristics and their trends in processes and of products
- Accident / Incidents Trends,
- Occupational Health & related Medical History
- Regulatory Compliance Status / Emergencies
- Opportunities for preventive action, and
- Suppliers Data who provide the materials and services.

| <i>Clauses Applicable as per Standard -</i> |                                                                                                                        |
|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| <b>ISO/IEC 17020: 2012</b>                  | <i>Same as ISO 9001: 2015 since NCMT adopted “Option B” Management System (refer to clause 8.1.3 of the standard).</i> |
| <b>ISO 9001:2015 -</b>                      | <b>8.4</b>                                                                                                             |
| <b>ISO 14001:2015 -</b>                     | <b>4.5.1</b>                                                                                                           |
| <b>ISO 45001:2018 -</b>                     | <b>9.1, 9.2, 9.3</b>                                                                                                   |

## 8.5 Improvement

### 8.5.1 Continual improvement

NCMT aims to utilize the analysis of product / process related data and continually enhances for making improvements for the effectiveness of the Integrated Management Systems.

National Center for Management & Training focuses its attention on improving the quality systems on continuous basis with the input received from the following:

- Analysis of data;
- Audit results;
- Corrective & Preventive actions; and
- Management review

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Continual improvement is identified by making use of Quality Policy, Environment, Health and Safety Policy, Objectives, feedback for improvements through audit results, analysis of data, corrective and preventive actions, suggestions and the discussions held in Management Review Meetings.

**Refer: NCMT-QP-03-Internal Audit and Management Review**

| <b>Clauses Applicable as per Standard -</b> |                                                                                                                        |
|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| <b>ISO/IEC 17020: 2012</b>                  | <b>Same as ISO 9001: 2015 since NCMT adopted "Option B" Management System (refer to clause 8.1.3 of the standard).</b> |
| <b>ISO 9001:2015 -</b>                      | <b>8.5.1</b>                                                                                                           |
| <b>ISO 14001:2015 -</b>                     | <b>4.2, 4.3.3, 4.6</b>                                                                                                 |
| <b>ISO 45001:2018 -</b>                     | <b>10.3</b>                                                                                                            |

### 8.5.2 Corrective action

NCMT has established a "Documented Procedure" for taking actions to eliminate the cause of non-conformities in order to prevent their recurrence of significant problems by analysis of non-conformance records, supplier performance records etc.

Through this procedure, it is ensured that controls are exercised for:

- ❖ Reviewing the non-conformities (including customer complaints) / QHSE non-conformances,
- ❖ Determining the causes of non-conformities,
- ❖ Evaluating the need for action based on criticality of the activities to ensure that non-conformities do not recur,
- ❖ Determining, deciding the corrective action needed based on root cause analysis and Implementing the same,
- ❖ Maintaining the records of the results from the action taken and
- ❖ Reviewing corrective action taken for their effectiveness.

All customer complaints, reports of product / process non-conformities identified during the processes for Quality, Environment, Health and Safety are analysed, causes relating to product process and quality systems are established; and corrective actions are taken to eliminate the causes. The effectiveness of the corrective action is verified from the quality of subsequent product / processes / audits.

Trends in Non-conformities observed in internal audits, incoming inspections, Inspection process, final inspection and customer complaint, delivery performance; process capability; vendor delivery performance; customer satisfaction; accidents; variations observed in the Quality, Health & Safety, environmental characteristics etc. are analysed and necessary actions taken to eliminate potential causes of non-conformities.

While taking corrective actions problem solving techniques are used leading to root cause identification and elimination, Effectiveness of the corrective action is verified, changes in IMS documents are made and summary of the corrective actions taken are submitted in Management Review.

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**Refer: - NCMT-QP-04-Control of Non-conforming Products, Complains, Appeals and Corrective and Preventive Action**

| <b>Clauses Applicable as per Standard -</b> |                                                                                                                        |
|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| <b>ISO/IEC 17020: 2012</b>                  | <b>Same as ISO 9001: 2015 since NCMT adopted "Option B" Management System (refer to clause 8.1.3 of the standard).</b> |
| <b>ISO 9001:2015 -</b>                      | <b>8.5.2</b>                                                                                                           |
| <b>ISO 14001:2015 -</b>                     | <b>4.5.3</b>                                                                                                           |
| <b>ISO 45001:2018 -</b>                     | <b>10.2</b>                                                                                                            |

### **8.5.3 Preventive action**

NCMT has established a "Documented Procedure" determining actions for eliminating the causes of potential non-conformities in order to prevent their occurrence. The IMS Records are examined and based on their trends, potential non-conformances are identified. Appropriate Preventive Actions to the effects of the potential problems are decided.

Through this procedure, it is ensured that controls are exercised for:

- ❖ Determining potential product / QHSE non-conformities and their causes,
- ❖ Evaluating the need for action based on potential problems in the activities to ensure that non-conformities may not occur,
- ❖ Determining the causes of non-conformities by using problem solving techniques,
- ❖ Evaluating the need for action based on criticality of the activities to ensure that non-conformities do not reoccur.
- ❖ Determining, deciding the preventive action needed based on root cause analysis and implementing the same,
- ❖ Maintaining the records of the results from the action taken and
- ❖ Reviewing preventive actions taken for their effectiveness.

The trends on product characteristics including the accidents, environmental indicators are maintained and examined periodically for considering the potential non-conformances. These are analysed, for causes relating to product / process. The necessary preventive actions are also suggested for eliminating the potential non-conformances. The suggested actions are taken and if the same are found to be adequate, same actions are also taken in similar areas. The effectiveness of the preventive action is verified from the subsequent products / processes / audits.

**Refer: - NCMT-QP-04-Control of Non-conforming Products, Complains, Appeals and Corrective and Preventive Action**

| <b>Clauses Applicable as per Standard -</b> |                                                                                                                        |
|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| <b>ISO/IEC 17020: 2012</b>                  | <b>Same as ISO 9001: 2015 since NCMT adopted "Option B" Management System (refer to clause 8.1.3 of the standard).</b> |
| <b>ISO 9001:2015 -</b>                      | <b>8.5.3</b>                                                                                                           |
| <b>ISO 14001:2015 -</b>                     | <b>4.5.3</b>                                                                                                           |
| <b>ISO 45001:2018 -</b>                     | <b>10.2, 10.3</b>                                                                                                      |

## 9.0 REFERENCES

The List of References which include Standards, Manuals, Procedures and applicable product, Quality, Safety, Environmental and Regulatory Requirements used in developing and implementing the systems are given below:

### 9.1 Standards

|                     |                                                                                                      |
|---------------------|------------------------------------------------------------------------------------------------------|
| ISO/IEC 17020: 2012 | Conformity Assessment – Requirements for the Inspection Bodies Performing Inspection and assessment. |
| ISO 9001:2015       | Quality Management Systems – Requirements                                                            |
| ISO 14001:2015      | Environment Management Systems-Specification with Guidance for use                                   |
| ISO 45001:2018      | Occupational Health & Safety Assessment Series                                                       |

### 9.2 Product regulatory requirements

As of now, the products of NCMT are not coming under any product regulatory requirements.

### 9.3 OHSAS & Environmental regulatory requirements

NCMT maintains 'LEGAL REGISTER' of environment regulations, which includes all applicable regulatory requirements.

### 9.4 Referred Procedures

A list of referred Process/ Procedures with their titles are given against the respective Clause / sub Clause numbers in the chapters of this manual.

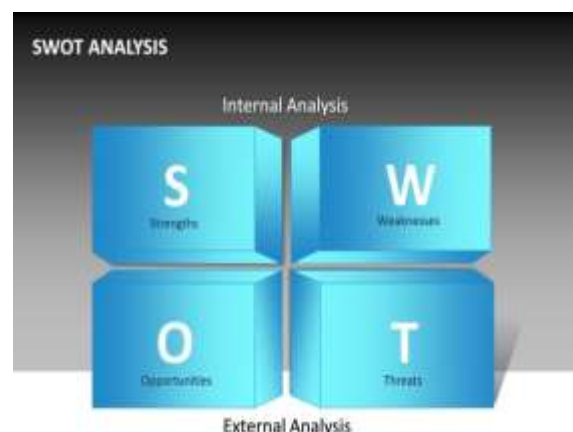
## 10.0 CONTEXT OF ORGANIZATION

### 10.1 NCMT has reviewed and analysed key aspects of itself and its

stakeholders to determine the strategic direction of the company.

### 10.2 The Organizational Context involves:

- Understanding our core training, inspection & testing Services, and scope of management system.
- Identifying "interested parties" (stakeholders) who receive our Services, or who may be impacted by them, or those parties who may otherwise have a significant interest in our company. These parties are identified in the document List of Interested Parties.



- C. Understanding internal and external issues that are of concern to NCMT and its interested parties; also identified in the document SWOT Analysis. Many such issues are identified through an analysis of risks facing either NCMT or the interested parties. Such issues are monitored and updated as appropriate, and discussed as part of management reviews.
- D. Control of the Context of the Organization is detailed in procedure Organization Context.

This information is then used by senior management to determine the company's strategic direction. This is defined in records of management review, and periodically updated as conditions and situations change.

### 10.3 Scope of the Quality Management System

**10.3.1 Scope Determination:** Our Senior management determines the boundaries and applicability of our Quality Management System to establish its scope by considering:

- A. The external and internal issues referred to in clause 4.1 of the ISO 9001:2015 standard
- B. The requirements of relevant interested parties referred to in clause 4.2 of the ISO 9001:2015 standard
- C. to establish consistency in the quality of the applicable training, inspection & testing Services of our Company.
- D. to enhance customer satisfaction through effective application of the QMS
- E. all statutory, regulatory and/or legal requirements
- F. establishment of suitable processes for improvement of the QMS

**10.3.2** Based on an analysis of the above issues of concern, interests of stakeholders, and in consideration of its training, inspection & testing Services, NCMT has determined the scope of the management system as follows: health & safety training and inspection.

**10.3.3** The scope of the Quality Management System and the understanding of our core training, inspection & testing Services will be also at all time based on our strategic business planning concept outlined within the document.

#### 10.3.4 Facilities Within the Scope

The quality system applies to all processes, activities and employees within the company. The facility is located at:

#### NCMT Office

Telephone No. : +9712672 1777

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Fax : +9712672 5511  
Email : [info@ncmt.ae](mailto:info@ncmt.ae)  
Address : 9th St - Musaffah - M-39 - Abu Dhabi

#### **10.4 QMS Process Management:**

NCMT has established, implemented, is maintaining and continually improving the Quality Management System, including the processes needed and their interactions, in accordance with the requirements of the ISO 9001:2015 standard. The processes needed for the Quality Management System have been determined and include business activities and their application throughout the Company.

##### **10.4.1 Process Identification**

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

The following top-level processes have been identified for NCMT:

- A. Procedures (QMS)**
- B. Work Instructions**
- C. Forms**
- D. Training Guidelines**
- E. Training Material**
- F. Health & Safety Consultancy**

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

Each top-level process has a Turtle Diagram document which defines:

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

##### **10.4.2 Process Controls & Objectives**

Each process has at least one objective established for it; this is a statement of the intent of the process. Each objective is then supported by at least one “metric” or key performance indicator (KPI) which is then measured to determine the process’ ability to meet the quality objective.

Note: some processes have multiple objectives and multiple metrics. This is determined by the nature of the process, its impact on Services, and associated risks. Note: Whereas ISO 9001 discusses

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process measurements and “Quality Objectives” as separate concepts, NCMT combines them; i.e., Quality Objectives are used to control the processes. Additional objectives for Services may be assigned, but these will also be used to measure process effectiveness.

Throughout the year, metrics data is measured and gathered by process owners or other assigned managers, in order to present the data to the management team. The data is then analyzed by the management team in order that the management team may set goals and make adjustments for the purposes of long-term continual improvement.

The specific Quality Objectives for each process are defined in the applicable Turtle Diagram.

Metrics, along with current standings and goals for each objective, are recorded in records of management review.

When a process does not meet a goal, or an unexpected problem is encountered with a process, the corrective and preventive action process is implemented to research and resolve the issue. In addition, opportunities for improvement are sought and implemented, for the identified processes.

#### **10.4.3 QMS Process Deployment**

**10.4.3.1** To establish QMS processes, NCMT has created and maintains the Turtle Diagrams that provide the following:

- A. determine the inputs required and the outputs expected from each process
- B. determine the sequence and interaction of our QMS processes
- C. determine and apply the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of each process
- D. determine the resources needed for each process and ensure their availability
- E. assign the responsibilities and authorities for each process
- F. address the risks and opportunities for each process as determined in accordance with the requirements of clause 6.1 of the ISO 9001:2015 standard
- G. evaluate each process on effectivity on a regular basis and implement any changes needed to ensure that these processes achieve their intended results, and
- H. Try to constantly improve all processes and the Quality Management System.

**10.4.3.2** NCMT will maintain documented information to support the operation of all QMS processes within the Turtle Diagrams to gain confidence that all QMS processes including its businesses activities are being carried out as planned.

### **11.0 LEADERSHIP RESPONSIBILITY**

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## 11.1 Quality Commitments:

NCMT management will be committed at all time to developing and maintaining an efficient and effective Quality Management System with focus on the following quality management principles.

**11.1.1 Customer Focus:** Our customers determine the expectations, standards and requirements. NCMT senior management must strive at all time to understand, meet & exceed our entire existing customer requirements, inclusive focus on predicted future customer expectations. Our customers determine the expectations, standards and requirements of our QMS. NCMT strives to understand, meet and exceed these requirements. This requires us to apply continuous customer satisfaction research and measurement. This balanced approach between satisfying current and future customer needs and managing needs of all interested parties must include also tracking of internal customer's satisfaction. (Regular internal customer surveys, employee training feedback, etc.)

### 11.1.1.1 Customers are defined as:

- A. External Customers as Services and service end users.
- B. Internal Customers which are all people in our organization.
- C. The public that can be affected by our Services and Services.

### 11.1.1.2 Expectations include:

- A. Services Safety & Services Liability
- B. Availability of Training, inspection & testing Services
- C. Quality delivery of NCMT services in timely manner
- D. Conformity

### 11.1.1.3 Standards shall include:

- A. Customer established written requirements (If provided)
- B. Government or Industry specifications
- C. Regulatory specifications

### 11.1.1.4 Requirements shall include

- A. Key Services and service characteristics
- B. Internal Services and process specifications
- C. Internal process procedures
- D. Purchase material and service specifications
- E. Key supplier selection

## 11.1.2 Leadership

Senior management establishes the quality management vision, goals,

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measurable objectives and quality related direction for the QMS. At all times, the needs of all the applicable interested parties are considered. Management must apply “Risk Based Thinking” when planning QMS activities and lead by example and involve all employees proactively in reaching quality goals and objectives. Management provides freedom to act with responsibility and accountability. Company leaders encourage and recognize people contributions.

#### **11.1.3 People Engagement**

Quality is seen as the responsibility of all employees and will be intrinsic in the training, inspection & testing Services provided, as we can only achieve our vision, goals and measurable QMS objectives by including all employees. Employees will be competent and experience a blend of job satisfaction, organizational commitment, job involvement and feelings of empowerment, in order to deliver value. This shall include a well communicated perception of job importance, clarity of job expectation, regular feedback and dialog with supervisors and the active participation of employees in generating improvement opportunities.

#### **11.1.4 Process Approach:**

Senior management must at all time recognize, identify, understand, document and manage processes that determine final outcome of the quality management related activities. Senior management must ensure that at all time customer requirements and other requirements (Statutory/regulatory/industry requirements) are built in the QMS processes. We identify these as input – process – output and connect these as a series of interrelated processes. All employees will be trained and understand the QMS core process map, which will be defined within an ongoing continuous PDCA process loop.

#### **11.1.5 Continuous Improvement**

Continuous improvement is the core of the Quality Policy. All employees will be trained in the Quality Policy, and in the methods and tools of improvement management. Management must make the commitment to improve efficiency and effectiveness of the Services and processes as QMS performance objective, with the aim to improve the entire Company.

#### **11.1.6 Evidence Based Approach to Decision-Making:**

Management must make effective and efficient decisions based on evidence rich data and information and is at all time responsible for collecting evidence by performing observations, measurements, tests, or by using any other suitable methods to produce data or information that is sufficiently accurate and reliable. QMS related data and information should include determination, measurement and monitoring of key indicators to manage the performance of all processes.

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#### 11.1.7 Relationship Management:

Management must see all external and internal interested parties as “suppliers” to the Company as integral important part of meeting our customer needs and expectations. Improving the internal and external “supplier” performance benefits our customers and the Company. Management must at all time establish relationships that balance short-term considerations with long term focus; including pooling of expertise and resources with partners, identification and selection of key suppliers and creating open dialog with all our stakeholders for improvement purposes and to communicate shared achievements.

## 12.0 PLANNING

### 12.1 Risks and Opportunities Management

#### 12.1.1 Quality planning

Quality planning must focus on effectively meeting Quality Objectives and customer and legal requirements, as well as try to mitigate all potential operational risks, which includes Services risk, service risk, but also all other operational risk, based on the context of the organization. NCMT considers risks and opportunities when taking actions within the Quality Management System, as well as when implementing or improving the Quality Management System; likewise, these risk considerations have to be updated within the regular management reviews

#### 12.1.2 Operational Risk

All operational risks and opportunities are managed in accordance with procedure Risk Assessment and based on results from risk assessments performed and evaluated in Risk Assessment Worksheet.

#### 12.1.3 The Contingency Plan

To identifies risk and provide mitigation or back-up plans based upon the risk assessments.

### 12.2 Quality Objectives and Planning

#### 12.2.1 Senior Management

Senior Management is responsible for quality planning throughout NCMT. Inputs of the Quality planning must include:

- A. Organization strategies
- B. Organization QMS objectives
- C. Customer and Regulatory requirements
- D. Services and service performance data
- E. Risk and Opportunities mitigation strategies
- F. Process performance data
- G. Lessons learned, Knowledge and Change management

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## H. Quality Management Review

Outputs Needs of Quality planning shall include:

- i. Process improvement plans
- ii. Necessary skills, resources and knowledge capture
- iii. Performance metrics
- iv. Documentation

### 12.2.2 Quality Objectives

Key Performance Indicators

- A. Senior Management determines the Quality Objectives. These objectives must meet the Quality Policy. The Quality Objectives will be at all time established, implemented and maintained as goals to be achieved at relevant functions and levels within the Company/organization
- B. Senior Management ensures that also QMS objectives are established:
- C. Quality Objectives must at all-time be defined and documented.
- D. Quality Objectives will be periodically reviewed on a schedule basis during management review meetings.
- E. QMS objectives will be specific, measurable, applicable, and reliable and defined within a scheduled achievement time/date.
- F. QMS objectives will be tracked.
- G. Improvement actions to achieve the Quality Objectives will be implemented based on results of measurements.

**12.2.3** The Quality Objectives can include but are not limited to:

- A. Customer Satisfaction
- B. Process Performance
- C. Services Performance
- D. On Time Delivery
- E. Supplier Performance
- F. Overall QMS Performance

**12.2.4** The Quality Objectives are reviewed by management and approved by the OP.

**12.2.5** The specific Quality Objectives for each process are defined in the applicable process activities of each core process, and further described in the Turtle Diagrams. Metrics, along with current standings and goals for each quality objective, are recorded in records of management reviews. When a process does not meet a goal, or an unexpected problem is encountered within a QMS core process, the corrective action process is implemented to research and resolve the issue. In addition, opportunities for improvement are sought and implemented, for the identified processes.

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### 12.3 QMS Change Management

**12.3.1 When** the Company determines the need for changes to the Quality Management System and its processes, these changes will be at all times planned, implemented, and then verified for effectiveness; according to the Change Request Form. QMS documents are changed also in accordance with the Change Request Form.

## 13.0 QMS IMPROVEMENT

**13.1 QMS Improvement Plan:** Rather than waiting for problems to reveal opportunities for improvement, NCMT management continually seeks to improve the effectiveness and efficiency of the processes. NCMT has a process in place to identify and manage improvement activities. This process is partially based of results from the following:

- A. Quality Policy implementation
- B. Quality Objectives
- C. Audit results
- D. Analysis of data
- E. Corrective actions
- F. Risk and opportunity considerations
- G. Preventive actions
- H. Management Review

There is also opportunity to document continual improvement activities on form Continual Improvement Project Log or on form to identify QMS improvement activities.

### 13.2 Nonconformity and Corrective Action

**13.2.1 When a nonconformity occurs, including that from customer complaints, NCMT shall:**

- A. Reacts to the nonconformity and performs the following actions:
  - i. Takes action to control and correct the nonconformity
  - ii. Deals with any consequences arising from the nonconformity
- B. Evaluates the need for action to eliminate the cause of the nonconformity to prevent Recurrence by:
  - i. Reviewing and analyzing the nonconformity
  - ii. Determining the root cause of the nonconformity
  - iii. Determining if similar nonconformities exist or could occur
- C. Implement any action needed
- D. Review the effectiveness of any corrective action taken
- E. Update risks and opportunities determined during planning, if needed
- F. Make changes to the Quality Management System, if needed

Determination of the need for corrective action is determined by management, based on

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the effect of the nonconformity.

- 13.2.2** The Corrective Action process is identified and controlled in accordance with procedure Corrective and Preventive Action and Nonconformance's and Corrective Actions are documented on form Corrective/Preventive Action Request (CPAR).

### 13.3 Continual Improvement

NCMT continually improves the suitability, adequacy and effectiveness of the QMS by reviewing the results of data analysis, process evaluations, internal audit results, corrective and preventive action, and management review meetings.

## 14.0 SUPPORT

### 14.1 Resources

National Center for Management & Training has made available resources such as human resources, organizational infrastructure, technology and financial resources to establish, implement, maintain and improve the EHS.

Roles, responsibilities and authorities are defined, documented and communicated in the organizational chart referenced in the Corporate Quality Manual. Furthermore, the Quality Manager has been appointed as QEHS Management Representative in order to ensure the QEHS is maintained in accordance with the requirements of ISO 14001, 45001 & 9001. The QEHS representative shall report to top management on the performance of the QEHS for review and recommendations for improvement, especially when establishing the inputs into the management review.

### 14.2 Competence

#### 14.2.1 Competency, Training & Awareness

National Center for Management & Training establishes and maintains a procedure for identification and selection of competent personnel to perform specific tasks in related activities to create a safe work environment within the company.

National Center for Management & Training personnel shall receive training of a specific type and level that is appropriate for their routine and emergency work assignments, in compliance with the requirements of the company as stated in Training procedure.

If need arises for specific / specialized training requirement, external training programs are organized with approval of the MR who is responsible for identifying training needs and revalidation of training program.

Personnel performing specific tasks are assigned and qualified on the basis of education, training and experience against the position's competence and

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qualifications specified in the job descriptions.

Effectiveness of training is determined by assessment and certification, interview and observation of performance. Training needs are discussed and identified at the management review, and plans drawn up.

### 14.3 Awareness

Refer to 14.2

### 14.4 Communication

#### 14.4.1 General

National Center for Management & Training has established a procedure to communicate within the organization and interested parties the following:

- I. EHS Policy
- II. Objectives and Targets
- III. Significant aspects/impacts
- IV. Legal Requirements;
- V. Organizational requirements.

National Center for Management & Training has established a procedure to actively involve the employees in effective participation and consultation in identifying the Hazards & Associated risks related to the Area of their operations and determining controls.

#### 14.4.2 Internal Communication

All employees have a responsibility to participate in internal communications, as follows:

##### Leadership/management

- Set the tone for effective internal communications by being visible, accessible, open, clear, and candid with employees.
- Ensure their team understands how business plans and priorities affect their work.
- Open and collaborative communications within the department.
- Model effective communication habits and participate in the communication process.
- Communicate college, divisional and departmental information, priorities, plans, and progress to all employees. Help employees understand how the messages relate to them.
- Communicate department information, priorities and plans with other employees/divisions at the college who need the information about the

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- department.
- Formalize the two-way flow of information within the work unit.
- Ensure there are opportunities for all employees to participate in planning and update sessions.
- Correct misinformation and address serious concerns.

#### **Employees**

- Fully participate in the communication process – listen, read, provide input and feedback, and ask questions about department, faculty, and college-wide subjects.
- Seek out/request information that will help in their jobs.
- Assess and develop their communication skills and participate in training for success.

#### **14.4.3 External Communication**

The public image of the company will consistently focus on the availability, delivery and improvement of quality health and environment support.

- The company will receive and respond promptly to communications received with cultural sensitivity, sincerity and courtesy and will facilitate referral to other agencies, as appropriate.
- Information released to external stakeholders, agencies and individuals will reinforce the professional and business-like image of the company.
- The company will present a professional and efficient image through all forms of external communication. This will be achieved through the use of a consistent, professional and accurate standard in all external organizational publications, correspondence and advertising.
- The company will release, to appropriate audiences, information that is accurate, timely, and consistent with the organizational Policy and Procedures, and complies with statutory and contractual requirements including the Privacy Act/Health Information Privacy Code and UAE law.
- The company will ensure that it maintains a political impartiality and be seen to be fair and equitable in all its external communications.
- The company will maintain an effectively dialogue with external stakeholders, agencies and individuals and other interested s in the community concerning the coordinated delivery of health care and disability support services. This will include the fostering of positive communications with General Practitioners.
- All Information about the organization and issues affecting the organization will, where practicable, be advised to staff members before being released externally to the media.

#### **14.5 Documented Information**

##### **14.5.1 General**

The company's EHSMS documentation consists of three levels as follows:

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**Level 1-** EHS Management System Manual (EHSM) describing the overall activities of National Center for Management & Training briefing the company history, commitment to the EHSMS.

**Level 2-** EHS Management System Procedures (EHSMSP's) to meet the requirements of international standards and organizational requirements.

**Level 3-** consists of records and EHS MS Forms relating to level 1 and 2 documentations.

#### **14.5.2 Creating and Updating**

The creating and updating have the following requirement:

“When creating and updating documented information the company shall ensure appropriate:

- A.** identification and description (e.g. a title, date, author, or reference number);
- B.** format (e.g. language, software version, graphics) and media (e.g. paper, electronic);
- C.** review and approval for suitability and adequacy.”

#### **14.5.3 Control of Documented Information**

MR, HSE manages the preparation, review, approval, distribution and update of documents associated with the EHSMS. Document Control is made to ensure that the correct versions are available for issue or use and to prevent the use of obsolete documents or incorrect information.

Documents are reviewed and approved to ensure that they are fit for the intended use and any subsequent changes are also subject to a revision, review and approval process prior to distribution.

In addition, National Center for Management & Training applies controls to the receipt and distribution of relevant external documents such as standards, industry codes, product specifications and literature, federal rules and regulatory requirements. This includes identifying the latest versions of documents and clearly marking obsolete documents when retained for reference purposes.

### **15.0 OPERATION (H&S 4.4)**

#### **15.1. Operation Planning and Control**

##### **15.1.1 SAFETY ORIENTATION**

##### **A. General Requirements**

All HSE Officers shall ensure that their employees receive safety orientation prior to starting work on the project.

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Each supervisor shall maintain, and make available for inspection, records of such safety orientation and training.

The orientation shall consist of the written format specified on the attachment on the next page in addition to any job specific information.

All HSE Officers shall ensure that each employee receives a copy of this orientation and signs the acknowledgement page at the end.

## B. Safety Orientation

It is our intention to provide and maintain a totally safe site. Our commitment to safety is a condition for continuous employment on the project.

- **Evacuation:** In the event of a fire or any time project evacuation is required, all personnel onsite will be informed via a radio signal, or other method as designated by the representative.
- **First Aid:** All injuries are to be reported to the general supervisor immediately.

DO NOT LEAVE THE SITE WITHOUT REPORTING AN INJURY, REGARDLESS HOW MINOR YOU MAY THINK IT IS.

- ✓ Injuries requiring a doctor's care will require a drug screen and a medical authorization form from the supervisor.
- ✓ If we have an employee injured on our job, we want the best medical care possible.

However, if we have an injury that we suspect is fraudulent we will spare no expense investigating and prosecuting.

## C. Protective Equipment

- **Head Protection:** Hardhat must be worn at all times (with the bill to the front) once entering the work area. Areas of exception are offices, equipment with fully enclosed cabs, lunch and break periods provided no work is going on in the immediate area.
- **Eye & Face Protection:** Appropriate eye protection with side shields is required to be worn by all personnel on the site at all times.

Prescription glasses must be approved safety glasses, approved glasses and frames, or approved eye protection.

- When grinding or buffing, a face shield with approved safety glasses will be required.
- When cutting or burning, goggles will be required.
- When welding, a welding hood and lens with an appropriate number filter.
- Chemical goggles are required to be worn when working with corrosive or toxic material.
- **Respiratory & Hearing Protection:** Respiratory and/or hearing protection is required in designated areas and or when performing specific tasks.

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- Employees must be clean-shaven prior to using a respirator.

#### **D. Fall Protection/Tie-Off:**

- A 100% tie-off policy is in effect anytime you are exposed to a potential of fall in more than 6 feet to a lower level.  
An approved fall arrest system will be worn when working from unprotected elevations greater than 6 feet and when working in powered man-lifts.
- Approved fall arrest system consists of a full body harness, two shock absorbing lanyards, each with double action or positive locking snap hooks.
- Any lifeline, safety harness, or lanyard actually subjected to fall loading shall be removed from service.

**E. Lockout/Tag out:** Lockout/Tag out the power source prior to making adjustments or repairs to any equipment. DO NOT DEPEND on the control switch on drills, grinders etc. UNPLUG THEM.

#### **F. Electrical Tools, Cords:**

- Tools are to be visually inspected by the employee prior to use. Take out of service any tool or cord found to be defective immediately.
- Use approved ground fault circuit interrupters, for all temporary wiring, that are not part of the permanent wiring of the building or structure.
- When using existing building power that is not protected by ground fault circuit interrupters, the HSE Officers shall supply and utilize in-line ground fault circuit interrupters.
- Do not alter tools and guards.
- Maintain electrical cords and welding leads at a 7-foot level, avoiding pinch points and creating trip hazards.
- Do not tie electric cords to metal rods or nails.

#### **A. Ladders**

- Ladders must be free from defects.
- Place the ladder so that its base is out 1/4 the distance of the height.
- Tie ladders at the top or secure at the base.
- Do not extend extension ladder its full length; overlap at least 3 rungs.
- Do not use stepladders as extension ladders.
- Fully extend stepladders and lock in position.
- Only one employee, at a time, shall work off a stepladder.
- Do not stand or sit on the top or top two rungs of a stepladder.

### **15.1.2 HSE OFFICERS RESPONSIBILITIES**

All HSE Officers working on the customer property shall have in effect a safety plan and shall designate a person responsible for safety, whether as a full-time position, or in addition to other duties.

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## 1) General

- A. Authorization to Start Work:** HSE Officers shall not start work until all necessary insurance coverage paperwork has been submitted and approved by the company. All workers must receive a safety orientation prior to starting work.
- B. Job Hazard Analysis:** Prior to the start of work activities, each Trade HSE Officers shall submit to the company's Safety Representative, in writing, a detailed Job Hazard Analysis of every task to be performed for each work activity.

This analysis shall be ongoing and shall be submitted for new tasks prior to the start of work activity.

- C. Safety Coordinator:** Each Supervisor shall designate person on-site, Site Safety Coordinator, who shall be responsible for supervising safety activities on the site.

This individual may be the superintendent or other party located full-time on the site. Site Safety Coordinators are required to attend or to provide proof of completion of an OSHA 10 Hour Hazard Recognition Course, or approved Health & safety course.

- D. Emergency:** Employees are instructed to report emergencies to their immediate HSE Officers. Employees are not to go to the scene of the emergency. Employees are to report to the designated assembly area, do manpower accounting, and remain on standby.
- E. Smoking:** Smoking is prohibited, except at locations approved by the Company.

## 2. HOUSEKEEPING

This procedure is designed to outline the project housekeeping requirements for all areas in order to maintain a safe and clean work environment.

### A. Introduction

All HSE Officers are required to maintain their respective work areas in clean, sanitary and orderly condition at all times.

### B. Housekeeping

- Each supervisor is responsible for arranging for the removal of all scrap material generated during each project.
- During the course of renovation, alteration, or repairs, keep all are clear from all work and do not allow to accumulate.
- Properly dispose of all materials according to federal, state and local guidelines.
- HSE Officers shall ensure that enough trash receptacles are located within their respective work areas.
- Clearly mark containers for the contents to be disposed of. (e.g. oily rags, metal, paper waste, etc.)

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- Provide covers for containers used to collect garbage, solvents and other flammable wastes, hazardous wastes such as acids or caustics.
- Arrange building materials so that they do not pose a hazard to personnel in or around the area.
- Maintain walking and working surfaces clear of materials and or debris. Cords and hoses must be out of walkways or elevated 7 feet above floor level.
- Glass containers are not allowed on site.
- Under no circumstances is the HSE Officers to leave the jobsite for the day until each of the above Housekeeping requirements is fully complied with. The HSE Officers shall provide periodic clean-up during the day as necessary to provide working conditions that are clean, sanitary, orderly, and safe

### C. Sanitation

- HSE Officers shall ensure that there is adequate supply of drinking water for their employees.
- HSE Officers shall provide single use cups.
- Water containers must be tightly closed and equipped with a tap.
- The water dispenser shall have the lid taped with the date and time the water was prepared.
- Provide a trash receptacle near each water dispenser.
- Water containers must be cleaned daily.
- HSE Officers must provide sufficient toilet facilities for their personnel onsite.

## 3. HAZARD COMMUNICATION PROGRAM

All HSE Officers involved with this project are required to obtain information on any chemicals that are intended to be used onsite, take steps to reduce exposures, substitute less hazardous materials, and establish proper work practices. These efforts will help prevent the occurrence of work-related illnesses and injuries caused by chemicals. Most chemicals/substances used in the workplace have some hazard potential, and thus will be covered by this requirement.

## REQUIREMENTS

### A. Written Program

- Each supervisor on site must have a written hazard communication program that addresses how information on hazardous chemicals will be provided to their exposed employees.
- The written program must describe how the requirements for labels and other forms of warning, material safety data sheets, and employee information and training, are going to be met.

### B. Identify Responsible Staff

All HSE Officers must identify their employees who will be responsible for conducting Hazard Communication training on site.

### C. Identify Hazardous Chemicals/Substances

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- All HSE Officers must prepare a list of hazardous chemicals/substances they plan to bring to the site.
- A copy of the list must be supplied to the HSE Manager.

#### **D. Labels and Other Forms of Warning**

- Label, tag, or mark all containers of hazardous chemicals with the identity of the material and appropriate hazard warnings.
- If the HSE Officers subsequently transfer the material from a labelled container to another container, the HSE Officers will have to label that container unless the material is for immediate use during the shift period.

#### **E. Material Safety Data Sheets**

- F. HSE Officers must have a Material Safety Data Sheets (MSDS) for each hazardous chemical that they use on site.
- HSE Officers shall use the information contained in the MSDS to design protective programs for their workers.
- MSDS's must be readily accessible to employees when they are in their work areas during their work shifts.
- Employees shall not use any chemicals for which the supervisor has not received an MSDS. The MSDS provides information needed to ensure proper protective measures are implemented prior to exposure.
- Copies of all MSDS must be furnished to the HSE Manager.

#### **G. Employee Information and Training**

Each employee who may be "exposed" to hazardous chemicals when working must be provided information and trained prior to initial assignment to work with a hazardous chemical, and whenever the hazard changes. "Exposure" or "exposed" means "an employee is subjected to a hazardous chemical in the course of employment through any route of entry (inhalation, ingestion, skin contact or absorption, etc.) and includes potential (e.g., accidental or possible) exposure." In reviewing the written program with regard to information and training, the following items need to be considered:

- Designation of person(s) responsible for conducting training;
- Format of program to be used (audio-visuals, classroom instruction, etc.);
- Elements of the training program;
- Procedure to train new employees at the time of their initial assignment to work with a hazardous chemical, and to train employees when a new hazardous chemical is brought to site.

In general, the most important aspects of training required in this section are to ensure that employees are informed if they are exposed to hazardous chemicals, that they know how to read and use labels and material safety data sheets, and that, as a consequence of learning this information, they are following the appropriate protective measures established by the HSE Officers.

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## H. Other Requirements

In addition to the above specific requirements, all HSE Officers shall ensure that their programs address the following:

- Outline of methods the HSE Officers will use to inform employees of the hazards of no routine tasks;
- Availability of the written program to employees and their designated representatives; and
- Established procedures to evaluate program effectiveness.

## 4. ELECTRICAL SAFETY

HSE Officers shall ensure that electrical equipment is free from recognized hazards that are likely to cause death or serious physical harm to employees. Electrical equipment and installations used to provide electric power and light at the jobsite shall meet all HSE regulations.

### A. Examination, Installation and Use of Equipment

Before installation or use, examine electrical equipment to ensure that its operation shall not constitute a safety hazard to employees. Examine such equipment for the following characteristics:

- Suitability for installation and use in conformity with the provisions of all applicable regulations. Suitability of equipment for an identified purpose may be evidenced by a listing, by labelling, or by certification for the identified purpose.
- Mechanical strength and durability. For parts designed to enclose and protect other equipment, this includes the adequacy of the protection thus provided.
- Electrical insulation.
- Heating effects under conditions of use.
- Arcing effects.
- Classification by type, size, voltage, current capacity, and specific use.
- Other factors that contribute to the practical safeguarding of employees who use or are likely to come in contact with the equipment.

### B. Grounding of Equipment Connected by Cord and Plug

All non-current carrying parts of electrical equipment must be grounded or have an approved double-insulated setup. Grounded circuits must have enough capacity to carry all of the currents likely to be imposed upon it.

### C. Safety-Related Work Practices

#### I. Protection of Employees

- HSE Officers shall determine before operations start if there is any energized equipment or electrical circuit in the work area that might have risk to the worker. Identify equipment and conductors that must be de-energized to the Project Manager who will authorize de-energizing

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the Equipment under the Lockout/Tag out procedure/system. The HSE Officers shall use the project Lockout/Tag out procedure and strictly adhere to these requirements.

- Where the exact location of underground electric power lines is known, provide employees using jack hammers or hand tools that may contact a line with insulated protective gloves.
- Even before work is begun, the HSE Officers must determine by inquiry, observation, or instruments where any part of an exposed or concealed energized electric power circuit is located. This is necessary because a person, tool or machine could come into physical contact with the electric power circuit.
- HSE Officers shall advise their employees of the location of such lines, the hazards involved and protective measures to be taken as well as to post and maintain proper warning signs.

## II. Passageways and Open Spaces

HSE Officers shall provide barriers or other means of guarding to ensure that workspace for electrical equipment will not be used as a passageway during the time when energized parts of electrical equipment are exposed. Walkways and similar working spaces must be kept clear of electric cords.

## III. Lockout and Tagging of Circuits

HSE Officers shall place locks and tags on controls that are to be deactivated during the course of work on energized or de-energized equipment or circuits. Render equipment or circuits inoperative that are de-energized, and have locks and tags attached at all points where such equipment or circuits can be energized.

## IV. Testing

- All electrical work, installation and wire capacities shall be in accordance with the pertinent provisions of the National Electrical Code, & HSE standards.
- All tools, cords and power sets shall have an assured equipment inspection program maintained on a quarterly basis. The colour codes for identifying inspected and tested equipment on the project are:
  - ✓ January, February, March **White**
  - ✓ April, May, June **Green**
  - ✓ July, August, September **Red**
  - ✓ October, November, December **Orange**

NOTE: The cycle of colours repeats annually.

- Portable tools will have the appropriate colour code affixed to the male (plug) end. Extension cords will have the appropriate colour code affixed to both ends (plug and receptacle). The previous quarter's colour code will be removed to avoid confusion.

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- Immediately destroy all electrical tools and extension cords found to be defective (examples: missing or broken ground pins, exposed internal conductors), etc.) by cutting off the plug end.

## V. Temporary Wiring

- All necessary open wiring must be made inaccessible to unauthorized employees and visitors. Encase lighting on barricades, fences, or sidewalk coverings in metal raceways. Temporary lighting must have guards to prevent accidental contact with the bulb unless the bulb is deeply recessed in the reflector. Do not suspend temporary lighting by the cord unless the fixture was specifically designed in that manner, as with trouble lights. Operate portable electric lighting used in moist or other hazardous locations such as drums, tanks, vessels, bins, bunkers, etc. at a maximum of 12 volts (non-explosive).
- Extension cords used with portable tools must be of a heavy duty 3-wire type. Flat extension cords are prohibited. Do not use damaged electrical cords.
- Suspend all extension cords seven feet (7') above finish floor or work platform.

Do not fasten extension cords with staples, hung from nails, or suspended by non-insulated wire.

All temporary power panels shall have covers installed at all times. All open or exposed breaker spaces shall be adequately covered or labelled.

- All electrical equipment and wiring in hazardous locations must conform with the National Electric Code standards. Ground the frames of all cutting, and welding (arc, heli-arc, gas-plasma arc) machines.
- Fish tapes or lines made of metal or any other conductive material are prohibited. Use nonconductive tapes and lines in their place.
- All temporary wiring shall be effectively grounded in accordance with the national Electric Code (Articles 305 and 310). All wiring used for temporary lighting shall be non-metallic sheathed cable (NM) or the equivalent as approved by the company.

## 5. BARRICADE TAPE PROGRAM

Use barricade tape for a visual warning only. Do not use it as a physical protection for floor edges, roof edges, floor openings, etc. For physical protection, barricades capable of supporting 200# must be erected. Listed below are various types of barricade tape and their proper usage.

### A. Yellow/Black Caution Tape

Use this type of barricade tape to warn individuals of a hazard that can be seen and avoided. Personnel may enter this type of barricade if they are wearing the appropriate required personal protective equipment. Personnel may enter without permission from HSE Officers. Use this barricade tape for, but not limited to, the following:

- I. General material storage area.
- II. General work area.
- III. Identification of slip/trip hazards.

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## B. Red “Danger” Tape

Use this type of barricade tape to identify areas where entry of employees is restricted due to the nature of the hazard. No one may enter this area without first obtaining permission from the HSE Officers responsible for erecting the barricade. Use this barricade tape for, but not limited to, the following:

- I. Around counterweight of equipment.
- II. Overhead works where materials may fall to lower levels.
- III. High-pressure water cleaning, sand blasting, etc.

## 6. LADDERS

The purpose of this safety regulation is to outline the proper use and care of portable ladders on site. Scaffold ladders are addressed in the scaffolding procedure.

### A. Responsibility

All HSE Officers and employees are responsible for ensuring the portable ladders used by their employees are in good working condition.

### B. General Requirements

- i. Personnel using ladders will be responsible for inspecting them before use and reporting any defective ladders to their supervisor. These ladders will be taken out of service immediately and destroyed if repair is not feasible.
- ii. HSE Officers shall inspect ladders prior to use. The inspection will include the rungs, feet, lanyard (for extension ladders), side rails, and rivets.
- iii. Do not use ladders with broken or missing steps, rungs or cleats, broken side rails or other faulty parts. A "DANGER, DO NOT USE" tag must be attached.
- iv. All personnel shall face the ladder while ascending or descending.
- v. All personnel shall have their hands free of material while climbing ladders. Use handlines to raise or lower materials as needed.
- vi. No portable metal ladders are permitted on the project. Use fiberglass ladders for electrical work when there is danger of electrical shock.
- vii. Portable ladders classification:
  - **Portable Ladders:** Can be either straight (fixed heights, not taller than 12 feet), or extension (two sections or more combined to reach maximum height).
  - **Stepladders:** Scissors-type opening ladders that are self-supporting.
- viii. Identify all portable ladders by name, properly stored at their assigned location when not in use, and kept in good, clean condition.

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- ix. Equip all ladders with safety feet. Both feet of extension ladders and stepladders shall rest on solid support and be at the same level.
- x. Do not place ladders in front of doors unless the door is locked, roped off, or guarded.
- xi. Do not use tops of ordinary types of stepladders as steps or work platforms. All ladders shall be of sufficient length so that work can be performed while at or below the fourth rung of the ladder from the top or as recommended by the ladder manufacturer (as labelled on ladder).
- xii. Place all portable ladders, other than stepladders, on the ground or other support so that the distance from the base of the ladder to a line dropped vertically from the top support is approximately one-fourth of the length of the ladder. Example: Place a 16-foot ladder so that the bottom is four feet away from the wall.
- xiii. Secure all portable ladders before starting a job. Another employee shall hold the bottom of the extension ladder while the ladder is being tied off or secured.
- xiv. All ladders used for access to another level shall be of sufficient length so that the top is at least 3 feet above the upper landing.
- xv. Ladders shall rest on solid support and the feet shall be level. Do not use boxes, barrels or other unstable bases to obtain additional height.
- xvi. Makeshift ladders are PROHIBITED.
- xvii. Do not use stepladders (folding ladders) as straight ladders. When using a stepladder, make sure the spreader braces are locked to prevent collapse.
- xviii. Only one employee shall be on a ladder at a time, except in extreme emergency.
- xix. Keep rungs of ladders free of grease and oil.
- xx. Do not lean to outside with a shoulder being more than 12 inches beyond the side rail while on a ladder.
- xxi. When it is necessary to do work requiring the release of both hands from an extension ladder, use fall protection. Secure fall protection to a structure of adequate strength for the purpose. Do not secure to the ladder. When ladders are used as a work platform (meaning not just for access/egress) they must meet the minimum requirements of 100% fall protection over six feet.
- xxii. Do not use tools in a position that will transmit an extensive downward force to the ladder, causing rung or step failure.
- xxiii. Adjustment of extension ladders shall only be made by the user when standing at the base of the ladder.
- xxiv. At the end of the workday, move ladders from the work areas so as not to create a tripping or bumping hazard. Return the ladders to proper storage areas.

## 15.2 Emergency Preparedness and Response

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National Center for Management & Training has established and maintained plans and procedures:

- To identify the potential for, and response to incidents and emergency situations,
- To prevent and mitigate the likelihood of EHS risks/impacts.
- To review emergency preparedness, response plan and procedure after the occurrence of an incident or emergency situations.

To test the practical effectiveness of the same.

### 15.2.1 Safety Management

At National Center for Management & Training is value that safety at the top of our priorities. We are committed to the safety of our employees, our clients and our community. The company initiated the Incident & Injury Free (IIF) Programme.

All the employees are trained in safety principles and practices that firmly state 'everyone has a right and responsibility to speak up to correct an unsafe situation.

The health and safety programme are endorsed and supported by the company's management team and is designed to encourage positive safety behaviour both in and outside of worksites. As part of the commitment to safety, a special senior management committee was established with direct overseeing of the Quality, Environment and Safety programme of the company. This committee, chaired by the Managing Director, has overseen the implementation of a number of specially designed safety initiatives.

### 15.2.2 First Aid

The company follow the instruction which is given in the health and safety Regulation Sections 50 through 63 requirements.

First Aid at Work covers the arrangements that the company will make to ensure employees who become ill or injure themselves at work receive immediate attention, including calling an ambulance in serious cases.

It doesn't matter whether the illness or injury is caused by work, what is important is that lives can be saved and minor injuries prevented from becoming serious by the quick intervention of a trained first aider.

### 15.2.3 Accident Reporting

All accidents, regardless of severity will be immediately reported to a head of department – who shall then deal with the accident in the appropriate manner and record the details in accident book and inform the health and safety officer. The page will then be removed and sent to HR manger, who is responsible for locking it in secure cabinet/drawer, in order to comply with the Data Protection Act.

### ❖ Reporting Major injuries

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Death or major injury (to an employee, HSE Officers, or member of the public) will be reported to the Health and Safety Officer without delay. The Health and Safety Officer will be responsible for informing the EHS with immediate affect (e.g. by telephone).

#### **15.2.4 Waste Management**

All waste will be placed into the appropriate waste containers these are steel/metal, non-hazardous, special waste for disposal to a registered waste site by a licensed waste HSE Officers.

We will:

- Check and confirm that waste carriers are registered for the type of waste.
- Provide suitable skips for waste segregation.
- Ensure the skips are positioned in suitable locations.
- Ensure a waste transfer note accompanies each skip as it is removed from site.
- Monitor sub-HSE Officers waste control especially special or controlled waste.

#### **15.2.5 Personal Safety (Please see 6.4)**

#### **15.2.6 Emergency Response**

Emergency response plans and procedures are established and well understood. The personnel with emergency response roles and responsibilities are competent to carry out their duties.

Appropriate emergency response facilities and equipment are provided and interface arrangements are coordinated with Client on all sites. Emergency response drills and exercises are undertaken regularly.

#### **15.2.7 Fire Precautions**

In accordance with the Fire Regulations assessments will be carried out periodically to identify the fire hazards and the people at risk. Control measures will be implemented to reduce the risk as much as possible, or remove it altogether and the findings and measures will be recorded.

Fire extinguishers and other means of fighting fire will be provided at all times. All firefighting equipment will be easily accessible and be indicated by pictorial signs. All firefighting and alarm equipment must inspect an appointed person on a regular basis.

All escape routes will be clearly signposted and kept free from obstructions at all times.

All equipment and facilities provided to protect employees and others from the dangers of fire, such as fire extinguishers, firefighting equipment, alarm systems and emergency doors, will be regularly maintained and any faults found will be rectified as soon as possible. A record will be kept of such inspections.

Fire prevention includes:

- Fire and open flame devices shall not be left unattended.
- Smoking shall be prohibited in all areas where flammable combustible or similar hazardous materials are stored. "No Smoking" sign will be posted in all prohibited areas.
- All storage, handling or use of flammable and combustible liquids shall be under the supervision of qualified persons.

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- Flammable or combustible liquids shall not be stored in area used for exists, stairways, or used for safe passage of people.
- All building, room and compartment where flammable liquids are stored, processed, or used shall be ventilated by a gravity or mechanical exhausting system.

#### 15.2.8 Risk Assessment

The Company shall identify and document EHS risks in order to prevent and control the risk. As a minimum, the risk assessment will include consideration of the following:

- Nature of work
- Location of work
- Potential for exposure to worksite hazards
- Potential consequences of incident (environmental, legal, or delay in operations).

In some cases, the risk or hazard can be identified by observation. In other cases, measurements such as noise levels, or gas detection may be necessary to determine the level of risk. Emphasis will be placed on areas of operations or procedures that are identified as having the potential for greatest severity.

#### 15.2.9 Risk Control

When risks or hazards have been analyzed and assessed, decisions can be made about control measures, which must be taken into account. The following risk control principles shall apply:

- Eliminate or minimize the risk by substituting with safer operational procedures.
- Use engineering controls.
- Minimize the risk by the use of personal protection and equipment.

Employees involved in these areas of operations will receive appropriate EHS training, participate in safety meetings and review job safety analysis (JSA's) that apply to the particular risk or hazard, on a regular basis.

#### 15.2.10 Emergency Procedures

The company shall establish emergency procedures at all work locations. These shall define specific responsibilities for the management of a response to an emergency. The company shall also prepare interface documents linking the EHS emergency procedures to its client vessels and where appropriate, to the client to ensure that responsibilities are known.

The company shall provide training in these procedures to all relevant personnel in accordance with the EHS Procedures Manual.

#### 15.2.11 Emergency Drills

Emergency drills shall be held quarterly and documented. These drills will consist of injury to personnel, fire drills, road traffic accident drills and spill containment drills.

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