AL HIKMA BUILDING CONTRACTING (L.L.C)

OCCUPATIONAL HEALTH & SAFETY ENVIRONMENT SYSTEM

MANUAL

AL HIKMA BUILDING CONT. L.L.C HBC Controlled

	NAME	SIGNATURE	DATE
PREPARED BY	KARLA		14 JAN 2026
APPROVED BY	OSAMA DAHAM		14 JAN 2026

1. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
00	17 Oct 2022	Original issue.	Management Representative
01	27 Oct 2022	Change of Signatory	CEO
02	14 Jan 2026	Update & Company Rebranding	CEO

Contents

CONTENTS 3

0 INTRODUCTION 4

1.0 SCOPE 5

2.0 NORMATIVE REFERENCES: 5

3.0 TERMS & DEFINITIONS 5

4 CONTEXT OF THE ORGANIZATION 8

4.1 Understanding context of the organization 8

4.2 Understanding the needs and expectations of workers and other interested Parties 9

4.3 Determining the scope of the integrated management system 10

4.4 OHS Management System 11

5.0 LEADERSHIP AND WORKER PARTICIPATION 11

5.1 Leadership and Commitment .....

5.2 OHS Policy 12

5.3 Organizational Roles, Responsibilities and Authorities 12

5.4 Consultation and Participation of workers 13

6.0 PLANNING 14

6.1 Actions to address risks & opportunities .....

6.1.1 General .....

6.1.2 Hazard identification and assessment of risks and opportunities 14

6.1.3 Determination of legal requirements and other requirements 16

6.1.4 Planning action 17

6.2 OH&S objectives and planning to achieve them 17

6.2.1 OHS objectives 17

6.2.2 Planning to achieve OHS objectives 17

7 SUPPORT 17

7.1 Resources .....

7.2 Competence and Training .....

7.3 Awareness 18

7.4 Communications 18

7.4.1: General 18

7.4.2 Internal communication 19

7.4.3: External communication 19

7.5 Documented Information 20

7.5.1 General 20

7.5.2 Creating and updating 20

7.5.3 Control of documented information 20

8.0 OPERATION 21

8.1 Operational Planning and Control .....

8.1.1 General .....

8.1.2: Eliminating Hazards and Reducing OH&S Risks 22

8.1.3 Management of Change 22

8.1.4 Procurement 23

8.2 Emergency preparedness and response 24

9 PERFORMANCE EVALUATION 24

9.1 Monitoring, measurement, analysis, and evaluation .....

9.1.1 General 24

9.2 Internal Audit 26

9.2.1 General 26

9.2.2 Internal Audit Programme 26

9.3 Management Review 26

10 IMPROVEMENT 27

10.1 General .....

10.2 Incident, nonconformity and corrective action .....

10.3 Continual improvement 28

0 Introduction

OHS Management System

This manual describes the OHS Management System, which is established and implemented by **AL HIKMA BUILDING CONTRACTING (L.L.C)**, UAE; in order to provide safe and healthy

workplaces, prevent work-related injury and ill health and continually improve its OHS performance.

The purpose of OHSMS is to:

- Define the scope of the OHS Management System applied in **AL HIKMA BUILDING CONTRACTING (L.L.C)**,
- To provide a framework for managing OH&S risks and opportunities.
- To prevent work related injury and ill health to workers and to provide safe and healthy workplaces.
- To eliminate hazards and minimize OH&S risks by taking effective preventive and protective measures.
- Describe the interactions between the processes.
- Define the authorities and responsibilities of the top management personnel.
- Provide general procedures (or reference to them) for all activities necessary for the OHS Management System.
- Present our OHS Management System to our client(s) or other interested parties in order to inform them what specific controls are in place and implemented.
- Compliance with its legal requirements and other requirements.

Company Profile
Please attach company profile or give details here

1.0 Scope

AL HIKMA BUILDING CONTRACTING (L.L.C) has developed and implemented an OHS Management System to provide safe and healthy workplaces by preventing work-related injury and ill health, as well as by proactively improving its OH&S performance, to comply with applicable laws and regulations, to eliminate hazards and minimize OHS risks, take advantage of OHS opportunities, and address OHS management system nonconformities associated with its activities and improve the OHS Management of the company.

The OHS Management System complies with the requirements of the international Standards **ISO 45001:2018**. It covers occupational health and safety-related activities of the concerned departments or areas.

2.0 Normative References:

The following reference documents have been used in the preparation of **AL HIKMA BUILDING CONTRACTING (L.L.C)'s** OHSMS manual.

ISO 9000:2015	Quality Management Systems – Fundamental and Vocabulary
ISO 19011:2018	Guidelines for Auditing Management System
ISO 45001:2018	Occupational health and safety management system requirements
ISO 31000:2018	Risk Management

3.0 Terms & Definitions

S.No	Terms	Definitions

1.	audit	systematic, independent, and documented process for obtaining objective evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled
2.	audit programme	set of one or more audits planned for a specific time frame and directed towards a specific purpose
3.	audit scope	extent and boundaries of an audit
4.	audit plan	description of the activities and arrangements for an audit
5.	audit criteria	set of policies, procedures or requirements used as a reference against which objective evidence is compared
6.	audit findings	results of the evaluation of the collected audit evidence against audit criteria
7.	Auditee	organization being audited
8.	Auditor	person who conducts an audit
9.	OHS Management System Consultant	person who assists the organization on OHS management system realization, giving advice or information
10.	technical expert	person who provides specific knowledge or expertise to the audit team
11.	Observer	person who accompanies the audit team but does not act as an auditor
12.	Competence	ability to apply knowledge and skills to achieve intended results
13.	compliance obligations	legal requirements that an organization has to comply with and other requirements that an organization has to or chooses to comply with
14.	conformity	fulfilment of a requirement
15.	nonconformity	non-fulfilment of a requirement
16.	context of the organization	combination of internal and external issues that can have an effect on an organization's approach to developing and achieving its objectives
17.	consultation	seeking views before making a decision
18.	continual improvement	recurring activity to enhance performance
19.	correction	action to eliminate a detected nonconformity
20.	corrective action	action to eliminate the cause of a nonconformity and to prevent recurrence
21.	customer	person or organization that could or does receive a product or a service that is intended for or required by this person or organization
22.	document	information and the medium on which it is contained
23.	documented information	information required to be controlled and maintained by an organization and the medium on which it is contained
24.	environment	surroundings in which an organization operates, including air, water, land, natural resources, flora, fauna, humans, and their interrelationships

25.	external provider	provider that is not part of the organization
26.	Hazard	source with a potential to cause injury and ill health
27.	Incident	occurrence arising out of, or in the course of, work that could or does result in injury and ill health
28.	Accident	An incident where injury and ill health occurs is sometimes referred to as an “accident”.
29.	Near Miss	occurrence arising out of, or in the course of, work that could or does result in injury and ill health
30.	infrastructure	system of facilities, equipment and services needed for the operation of an organization
31.	injury and ill health	adverse effect on the physical, mental or cognitive condition of a person
32.	interested party	person or organization that can affect, be affected by, or perceive itself to be affected by a decision or activity
33.	monitoring	determining the status of a system, a process or an activity
34.	outsource	make an arrangement where an external organization performs part of an organization’s function or process
35.	objective	result to be achieved
36.	Policy	intentions and direction of an organization, as formally expressed by its top management
37.	strategy	plan to achieve a long-term or overall objective
38.	vision	aspiration of what an organization would like to become as expressed by top management
39.	mission	Organization’s purpose for existing as expressed by top management
40.	participation	involvement in decision-making
41.	procedure	specified way to carry out an activity or a process
42.	process	set of interrelated or interacting activities which transforms inputs into outputs
43.	OHS manual	specification for the OHS management system of an organization
44.	OHS plan	specification of the procedures and associated resources to be applied when and by whom to a specific object
45.	record	document stating results achieved or providing evidence of activities performed
46.	project	unique process, consisting of a set of coordinated and controlled activities with start and finish dates, undertaken to achieve an objective conforming to specific requirements, including the constraints of time, cost and resources
47.	project management	planning, organizing, monitoring, controlling and reporting of all aspects of a project, and the motivation of all those involved in it to achieve the project objectives
48.	requirement	need or expectation that is stated, generally implied or

		obligatory
49.	regulatory requirement	obligatory requirement specified by an authority mandated by a legislative body
50.	statutory requirement	obligatory requirement specified by a legislative body
51.	Risk	effect of uncertainty
52.	risks and opportunities	potential adverse effects (threats) and potential beneficial effects (opportunities)
53.	OH&S risk	combination of the likelihood of occurrence of a work-related hazardous event(s) or exposure(s) and the severity of injury and ill health that can be caused by the event(s) or exposure(s)
54.	OH&S opportunity	circumstance or set of circumstances that can lead to improvement of OH&S performance
55.	Worker	person performing work or work-related activities that are under the control of the organization
56.	workplace	place under the control of the organization where a person needs to be or to go for work purposes
57.	work environment	set of conditions under which work is performed
58.	product	output of an organization that can be produced without any transaction taking place between the organization and the customer
59.	service	output of an organization with at least one activity necessarily performed between the organization and the customer

4 Context of the organization

4.1 Understanding Context of the Organization

AL HIKMA BUILDING CONTRACTING (L.L.C) has established and implemented OHSMS maintains and continually improve its OH&S management system. **AL HIKMA BUILDING CONTRACTING (L.L.C)** recognizes that the issues of the organization are of great consideration. So the Issues which are external and internal are handled with the following ways.

External Issues:

AL HIKMA BUILDING CONTRACTING (L.L.C) analyze the external issues as “Strength, Weaknesses, Opportunities and threats (SWOT)” or “Political, Economic, Social-cultural, Technological, Legal and Environment (PESTLE) also Political, Economic, Social-cultural, Technological PEST” when required. As opportunities and threats section of SWOT covers the external factors. PESTLE or PEST gives clear, broad and precise analysis for external factors.

Internal Issues

AL HIKMA BUILDING CONTRACTING (L.L.C) considers the internal issues which affects or prevents the OHSMS success or improvement. **AL HIKMA BUILDING CONTRACTING (L.L.C)** internal issues may be listed as “Overall performance of the organization, resource factors (infrastructure, environment of the operation, organizational knowledge), human aspects, operational factors, and governance of the organization etc.

During the annual business planning cycle '**AL HIKMA BUILDING CONTRACTING (L.L.C)** carries out SWOT analysis. It enables the organization to understand the organization strength and weakness identify external and internal opportunities that can be exploited and helps prepare in advance for threats they face. It also offers its leaders to compare and benchmark their performances with the competitors and know exactly the current situation of the organization.

Reference: Context of the organization Procedure

***4*.2 Understanding the Needs and Expectations of Workers and Other Interested Parties**

AL HIKMA BUILDING CONTRACTING (L.L.C) determines the interested parties in addition to workers and the requirements of the workers and interested parties that are relevant to the OHS management System. **AL HIKMA BUILDING CONTRACTING (L.L.C)** also monitors and review information about workers and other interested parties and their relevant requirements. Some of the interested parties other than workers for **AL HIKMA BUILDING CONTRACTING (L.L.C)** may be as customers, medical and other community services, parent organizations, contractors and subcontractors, workers' representatives, workers' organizations (trade unions) and employers' organizations, end users or beneficiaries, owners, shareholders, bankers, external providers, employees and others working on behalf of the organization, legal and regulatory authorities (local, regional, state/provincial, national or international), trade and professional associations, local community groups, non-governmental organizations, local neighboring organizations/activities in the locality, competitors etc.

Monitoring and analysis of needs and expectations of interested parties is conducted on the regular basis in accordance with the diagram shown in fig.4.2

Interested parties	**Basic needs and expectations of an interested party**	**Form of information about the needs and expectations of an interested party**
Workers	No injuries. Minimizing negative impact on health. Adapting of work, its organization and environment to workers. Ensuring favorable conditions for production and occupational safety. Providing means of individual protection, protective clothing.	Consultation and participation of Workers (sec .5.4) Internal communication (sec .7.4.2)
Owners, shareholders	Minimizing risks and losses. Increasing market capitalization.	Consultation and participation of workers

		(sec .5.4) Internal communication (sec.7.4.2)
State through legal and regulatory bodies (local, regional, state /provincial, national or international)	Increasing of life expectancy, as a component of sustainable development of the state. Observance of national laws and international norms by all subjects of occupational safety at all levels. Implementation of state policy in the field of occupational safety.	Legal requirements reviewed by the Occupational safety department (sec.6.1.3)
Society	Health of the Nation	External communication (sec.7.4.3)
Consumers	Minimizing the risks of injuries when receiving a service. Moral satisfaction from the fact that the consumed products are not connected with injuries and harmful production.	Information on customer relations -analyzed and used as advertising by marketing and sales services.
Providers	increasing the organization's loyalty.	Procurement requirements include OH&S requirements (sec.8.1.5)
Contractors	Minimizing OH&S Hazards and Risks.	Coordination with contractors in OH&S hazard identification and risk assessment (sec .8.1.6)

Reference Documented Information: Understanding Context of the Organization Procedure

4.3 Determining the Scope of the Integrated Management System

AL HIKMA BUILDING CONTRACTING (L.L.C) determines the processes needed for the OHSMS and their application throughout the organization. **AL HIKMA BUILDING CONTRACTING (L.L.C)** has defined the boundaries and applicability of the OHS management system. The boundaries and applicability includes the whole organization of **AL HIKMA BUILDING CONTRACTING (L.L.C)**. Top management of **AL HIKMA BUILDING CONTRACTING (L.L.C)** has dedicated its own functions, responsibilities and authorities for establishing an OHS management system. OHSMS of **AL HIKMA BUILDING CONTRACTING (L.L.C)** gives full detail of activities, products and services that have or can impact the organization's OH&S performance, or to evade its legal requirements and other OHSMS requirements of **AL HIKMA BUILDING CONTRACTING (L.L.C)** covers the following scope of activities:

- Building Contracting
- Steel Constructions Contracting
- Electrical Fitting Contracting

Reference Documented Information: Trade License

4.4 OHS Management System

AL HIKMA BUILDING CONTRACTING (L.L.C) established and implemented the OHSMS, which is maintained and continually improved according to the requirements of the ISO 45001:2018 standard including processes needed and their interactions.

AL HIKMA BUILDING CONTRACTING (L.L.C) identifies the processes needed for the OHS Management System and their application throughout the organization, determines the sequence and interaction of these processes, determines criteria and methods needed to ensure that both the operation and control of these processes are effective, ensures the availability of resources and information necessary to support the operation and monitoring of these processes, monitors, measures and analyzes these processes, and implements actions necessary to achieve intended outcomes and continual improvement of these processes.

5.0 Leadership and Worker participation

5.1 Leadership and Commitment

The top management of **AL HIKMA BUILDING CONTRACTING (L.L.C)** is taking responsibility and accountability for the effectiveness of the OHSMS and providing resources to ensure that work-related injury and ill-Health is prevented, and safe and healthy workplaces and activities are provided, OHS Policy and OHS Objectives are established and are compatible with the strategic direction and the context of the organization.

The top management ensures that OHSMS requirements are integrated into **AL HIKMA BUILDING CONTRACTING (L.L.C)'s** business processes, and that the OHSMS is achieving its intended outcomes.

The top management of **AL HIKMA BUILDING CONTRACTING (L.L.C)** also demonstrates leadership and commitment with respect to the OHS management system by:

- ensuring and promoting continual improvement
- directing and supporting persons to contribute to the effectiveness of the OHS management system,

- supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility,
- developing, leading, and promoting a culture in the organization that supports the intended outcomes of the OHS management system,
- protecting workers from reprisals when reporting incidents, hazards, risks, and opportunities,
- ensuring that the organization establishes and implements a process for consultation and participation of workers,
- supporting the establishment and functioning of health and safety committees

5.2 OHS Policy

The top management has established, implemented, and maintains an OHS policy that outlines the long-term direction of the organization to support and continually improve its OHS performance. The OHS policy is available as documented information for workers and other interested parties and communicated with in the organization through

- Notice board
- In team briefing and toolbox talks
- Verbal communication to Staff
- Internal Memos
- Email
- Display of OHS policy and objectives
- Management Reviews / minutes of meetings
- Internal training activities or induction

The top management of **AL HIKMA BUILDING CONTRACTING (L.L.C)** reviews the policy time to time if there is a change in technology, organization, and legislation or if there is a major accident.

5.3 Organizational Roles, Responsibilities and Authorities

The key responsibilities and authority for effectively implementing the OHS management system is described below. Detailed responsibilities are defined as job descriptions and communicated to the employees.

Top Management:

Top Management Responsibilities are:

- Directing and coordinating all management policies.
- Ensuring that the OHS policy and OHS objectives are established for the OHS management system and are compatible with the context and strategic direction of the organization.
- Providing adequate resources for the effective implementation of the OHS management System.
- Carrying out periodic management reviews of the OHS management System.
- Ensure that the company has the appropriate processes and system to monitor and control its operations effectively and achieve its intended outcomes.
- Allocating resources for OHS procedures, measures, and training.
- Ensuring that lower levels of management give priority to OHS

Middle Management:

Middle Management responsibilities are:

- Provision & maintenance of workplaces & equipment that are safe & without risk to health.
- Risk assessments are conducted.
- Appropriate rules & procedures are established.
- Work methods that are used are safe.
- Necessary instructions & training is given.
- Adequate supervision of work.
- Availability of adequate PPE.
- Organizing work so that it does not adversely affect OHS.
- Co-operation with other managers, workers & contractors.
- Participation in consultation with workers.
- Taking part in accident investigations.
- Evaluation of compliance with arrangements, procedures & rules.
- Appropriate corrective & improvement actions are taken when required.
- Appropriate OHS records are kept.

All Employees/Workers:

All employees' responsibilities are:

- To follow the organization's rule and regulations which are mandatory for everyone.
- To Operate all equipment in a safe and efficient way according to all relevant legislation, policies and procedures.
- To clean the work area and maintain the good and efficient housekeeping.
- To check all equipment before use and do not operate any machine, equipment or tools if you are not trained/skilled/experienced.
- Proper disposal of waste according the waste management procedures.
- Storage of all tools and equipment on the tool-box or designated place.
- To adhere to the OHS relevant legislation/ regulation/ policies and procedures.
- To ensure that his or her actions will not jeopardize the health or safety of others.
- To carry out daily inspections of the workplace and rectify any unsafe/untidy conditions immediately or were necessary refer upwards to the supervisor.
- To report all incident, unsafe act/condition, Dangerous occurrences.
- Not to use defective equipment. Informed to concern dept. /persons.

Reference: Organization Chart, Job Descriptions

5.4 Consultation and Participation of Workers

Top management of **AL HIKMA BUILDING CONTRACTING (L.L.C)** considers consultation and participation of workers as one of the key factors of success for organization OHS management system. **AL HIKMA BUILDING CONTRACTING (L.L.C)** fully emphasize the consultation and participation of workers in the development, planning, implementation, performance evaluation and actions for improvement of the OH&S management system.

Reference: Consultation and Participation Procedure

6.0 Planning

6.1 Actions to Address Risks & Opportunities

6.1.1 General

AL HIKMA BUILDING CONTRACTING (L.L.C) has developed a risk management frame work that enables the organization to manage various organizational risks and opportunities. **AL HIKMA BUILDING CONTRACTING (L.L.C)** determines and assesses the risks and opportunities that are relevant to the intended outcomes of the OHS management system associated with changes in the organization, its processes or the OHS management system.

AL HIKMA BUILDING CONTRACTING (L.L.C) addresses risk and opportunities as:

- Identify what risk and opportunities are.
- Analyze and prioritize the risk and opportunities in the organization.
- Plan actions to address the risk and opportunities.
- Implement the plan.

Addressing risk and opportunity **AL HIKMA BUILDING CONTRACTING (L.L.C)** take into account:

- hazards
- OHS risks and other risks
- OHS opportunities and other opportunities
- legal requirements and other requirements

Reference: Risk Management Procedure

6.1.2 Hazard Identification and Assessment of Risks and Opportunities

6.1.2.1 *Hazard identification*

AL HIKMA BUILDING CONTRACTING (L.L.C) has established, implemented, and maintains the procedure for hazard identification that is on-going and proactive. Hazard identification helps the organization recognize and understand the hazards in the workplace and to workers, in order to assess, prioritize and eliminate hazards or reduce OHS risks. Hazard can be physical, chemical, biological, psychosocial, mechanical, and electrical or based on movement and energy.

To identify the Hazard **AL HIKMA BUILDING CONTRACTING (L.L.C)** considers:

- Social factors like workload, working hour, victimization, harassment & bullying, leadership & culture of the organization.
- Routine and non-routine activities and situations including hazards arising from:
    - Infrastructure, equipment, material, substances and the physical condition of the work place.
    - product and service design, research, development, testing, production, assembly, construction, service delivery, maintenance and disposal
    - human factors
    - how work is performed
- Past relevant incidents, internal or external to the organization, including emergencies, and their causes.
- Potential emergency situations.

- People, including consideration of:
    - those with access to the workplace and their activities, including workers, contractors, visitors, and other persons.
    - those in the vicinity of the workplace who can be affected by the activities of the organization.
    - workers at a location not under the direct control of the organization.
- Other issues, including consideration of:
    - The design of work areas, processes, installations, machinery/equipment, operating procedures and work organization, including their adaptation to the needs and capabilities of the workers involved;
    - Situations occurring in the vicinity of the workplace caused by work-related activities under the control of the organization;
    - Situations not controlled by the organization and occurring in the vicinity of the workplace that can cause injury and ill health to persons in the workplace;
- Actual or proposed changes in organization, operations, processes, activities, and OH&S management system (see 8.1.3).
- Changes in knowledge of, and information about, hazards.

Reference: Risk Management and Opportunity Management Procedure

6.1.2.2 *Assessment of OHS Risks and Other Risks to the OHS Management System*

AL HIKMA BUILDING CONTRACTING (L.L.C) has established the procedure of Hazard Identification & risk assessment to determine the controls that are necessary to reduce the risk of injury and/or ill health. The purpose of risk assessment is to address the hazards that might arise in the course of the **AL HIKMA BUILDING CONTRACTING (L.L.C)'s** activities and ensure that the risks to people arising from these hazards are assessed, prioritized and controlled.

This is achieved by:

- Developing a methodology for hazard identification and risk assessment.
- Identifying hazards.
- Estimating the associated risk levels, taking into account the adequacy of existing controls, based on an assessment of the likelihood of the occurrence of a hazardous event or exposure and the severity of injury or ill health that can be caused by the event or exposure.
- Determining whether these risks are acceptable viz a viz the organization's legal obligations and its OH&S objectives.
- Determining the appropriate risk controls, where these are found to be necessary.
- Documenting the results of the risk assessment.
- Reviewing the hazard identification and risk assessment process on an ongoing basis.

The **AL HIKMA BUILDING CONTRACTING (L.L.C)** is considering the risks which are not directly related to the health and safety of people, but which affect the OH&S management system itself and can have an impact on its intended outcomes.

Risks to the OH&S management system include:
- Failure to understand the context of the organization;
- Failure to address the needs and expectations of relevant interested parties;
- Inadequate consultation and participation of workers;
- Inadequate planning or allocation of resources;

- An ineffectual audit programme;
- An incomplete management review;
- Poor succession planning for key roles;
- Poor engagement by top management.

6.1.2.3 *Assessment of OH&S Opportunities and Other Opportunities for the OHS Management System*

AL HIKMA BUILDING CONTRACTING (L.L.C) established procedure to assess

- OH&S opportunities to enhance OH&S performance, while considering planned changes to the organization, its policies, processes or activities;
- Other opportunities for improving the OH&S management system.

Opportunities to improve OH&S performance can include:

- Consideration of hazards and risks when planning and designing facilities, processes, plant and equipment, and materials;
- Modification of working processes including the alleviation of monotonous and repetitive work;
- Introduction of new technology to ameliorate high-risk activities;
- Collaborating in forums that focus on issues relating to occupational health and safety.
- Introduction of job safety analysis and task-related assessments;
- Implementation of permit-to-work processes;
- Implementation of ergonomic and other injury prevention-related assessments;
- Improvement of the occupational health and safety culture of the organization;

Opportunities to improve the OH&S management system include:

- Enhancing the visibility of top management's support for the OH&S management system;
- Improving worker consultation and participation in OH&S decision making;
- Enhancing the incident investigation process;
- Improving two-way communication on OH&S issues and promoting OH&S in the work place;
- Expediting corrective actions to address OH&S nonconformities;
- Implementing OH&S objectives with the same passion as other business objectives;
- Improving competency in identifying hazards, dealing with OH&S risks and implementing appropriate controls;
- Adopting a risk assessment approach to conducting OH&S audits;
- Viewing workers at all levels as a key resource of the organization;
- Ensuring that the management review promotes a strategic and critical evaluation of the OH&S management system.

6.1.3 Determination of Legal Requirements and Other Requirements

AL HIKMA BUILDING CONTRACTING (L.L.C) has established a procedure for the purpose of identifying, accessing and communicating legal and other requirements that are applicable to hazards, OHS risks and OHS management system. Additional information is also available through legal publications. Local regulations are identified, accessed and communicated by the management. At least annually management will review the most current national,

regional, provincial, and local legal and other requirements as applicable to **AL HIKMA BUILDING CONTRACTING (L.L.C)** scope of activities.

6.1.4 Planning Action

Actions planned by **AL HIKMA BUILDING CONTRACTING (L.L.C)** are managed through the OHS management system and are integrated with other business processes, such as those established for the management of the environment, quality, business continuity, risk, financial or human resources.

AL HIKMA BUILDING CONTRACTING (L.L.C) plans actions to

- Address these risks and opportunities
- Address legal requirements and other requirements
- Prepare for and respond to emergency situations

6.2 OH&S Objectives and Planning to Achieve Them

6.2.1 OHS Objectives

AL HIKMA BUILDING CONTRACTING (L.L.C) Management is committed to establish OHS Objectives which are fully "SMART" (specific, measurable, achievable, realistic and time-bound) and which are consistent to OHS policy. All these objectives established are relevant to the applicable requirements, the results of the assessment of risks and opportunities and the results of consultation with workers or workers' representative. OHS objectives are integrated with other business objectives and are set at relevant functions and levels. Objectives can be strategic, tactical or operational. Objectives are communicated to all relevant persons and monitored at appropriate interval & updated as well.

6.2.2 Planning to Achieve OHS Objectives

In order to achieve the objective **AL HIKMA BUILDING CONTRACTING (L.L.C)** is established an action plan. Action plan is based on the target to be achieved, resources required, and responsible person to achieve each objective, time frame for the achievement of each objective, method of result evaluation including indicator for monitoring & how **AL HIKMA BUILDING CONTRACTING (L.L.C)** is integrating the actions to achieve the objectives to its business process. **AL HIKMA BUILDING CONTRACTING (L.L.C)** is maintaining & retaining the documented information on the OHS objectives to be achieved & the action plan.

7 Support

7.1 Resources

AL HIKMA BUILDING CONTRACTING (L.L.C) determines and provides the resources needed to implement and maintain the OHS management system and continually improves its effectiveness.

7.2 Competence and Training

A procedure of **Competence and Training,** is established, documented, implemented and maintained to determine the necessary competence for concerned staff whose work can affect OHS performance. **AL HIKMA BUILDING CONTRACTING (L.L.C)** ensure that workers are competent (including the ability to identify hazards) on the basis of appropriate education, training or experience. Whenever required **AL HIKMA BUILDING CONTRACTING**

(L.L.C) is providing necessary training to the current employees and hiring or contracting the competent persons and evaluate the effectiveness of the actions taken. **AL HIKMA BUILDING CONTRACTING (L.L.C)** ensures that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the objectives, and maintain appropriate records of education, training, skills, and experience.

Upon completion of each training, an evaluation of the effectiveness of the training is conducted through several means (e.g., Training Evaluation Record, Performance monitoring, etc.).

7.3 Awareness

AL HIKMA BUILDING CONTRACTING (L.L.C) provides training for all employees in the skills and knowledge required to carry out their duties safely, efficiently and to the desired standard.

AL HIKMA BUILDING CONTRACTING (L.L.C) ensures that persons doing work under the organization's control are aware of:

a) The OHS policy & Relevant OHS objectives;
b) Their contribution to the effectiveness of the OHS management system, including the benefits of Improved performance;
c) Incidents and the outcomes of investigations that are relevant to them
d) Hazards, OH&S risks, and actions determined that are relevant to them
e) The implications of not conforming to the OHS management system requirements
f) The ability to remove themselves from work situations that they consider present an imminent and serious danger to their life or health, as well as the arrangements for protecting them from undue consequences for doing so.

7.4 Communications

7.4.1: General

AL HIKMA BUILDING CONTRACTING (L.L.C) has established, implemented & is maintaining a procedure for internal and external communications relevant to the OHS management system, which provides for the gathering, updating and dissemination of information and which encompasses the following

- What topics to communicate on;
- When to communicate;
- With whom to communicate (e.g. internally within the organization and/or externally with contractors, visitors and other interested parties);
- How to communicate.

Communications will be appropriate, comprehensible and intelligible for the audience at which it is aimed and take into account diversity aspects such as gender, language, culture, literacy and disability. **AL HIKMA BUILDING CONTRACTING (L.L.C)** also take into account legal and other requirements and ensure that the information to be communicated is consistent with information generated within the OH&S management system and is reliable.

Information transmitted by internal or external communications, of interest to relevant interested parties, will be available when required.

AL HIKMA BUILDING CONTRACTING (L.L.C) retaining documented information as evidence of its communications, as appropriate.

7.4.2 Internal Communication

It is critically importance to effectively communicate information about OHS risks and the OHS management system, including changes to the OHSMS, at various levels and between various functions of the organization.

It includes information relating to

- Management's commitment to the OH&S management system;
- The identification of hazards and risks;
- OHS objectives and programmes to achieve them;
- Incident investigation;
- Progress in eliminating hazards and associated OH&S risks;
- Operational changes that might impact the OH&S management system;

AL HIKMA BUILDING CONTRACTING (L.L.C) ensures that communication process enables workers to contribute to continual improvement of OHS management system.

7.4.3: External Communication

AL HIKMA BUILDING CONTRACTING (L.L.C) have procedures in place for receiving, documenting, and responding to relevant communications from external interested parties, where appropriate. It includes the process for communicating with contractors and other visitors to the workplace. The extent of this communication should be related to the OH&S risks faced by these parties and will be further considered in clause 8.1.4.2 of the standard.

Service level agreements (SLAs), contracts and pre-project OHS planning meetings are often used to communicate on OHS issues to external providers such as contractors & **AL HIKMA BUILDING CONTRACTING (L.L.C)** also use on-site induction to raise OHS awareness amongst contractors' workers.

In addition to communicating about specific OHS requirements relating to on-site and off-site activities, **AL HIKMA BUILDING CONTRACTING (L.L.C)** has taken into account when communicating with external providers, particularly contractors:

- Information about a contractor's OHS management system;
- Legal and other requirements that impact on the method or extent of communication;
- Previous OHS performance and history of notifiable incidents;
- The use of multiple contractors at the workplace;
- Emergency response;
- The need for alignment of the contractor's OHS practices with those of the organization and other contractors at the workplace;
- The need for additional consultation and/or contractual provisions relating to high-risk tasks;
- Reporting of OHS performance, incidents, nonconformities and corrective actions;
- Arrangements for regular communications.

For visitors such as delivery companies, clients, members of the general public and service provider specific OHS information are communicated as follows:

- OHS requirements relevant to their visit;
- Evacuation procedures and responses to alarms;
- Traffic controls;
- Access controls and escort function;
- Details relating to the wearing of personal protective equipment (PPE).

External communication processes often include the identification of designated contact personnel from within the organization. This allows for appropriate information to be communicated in a timely and consistent manner. This can be especially important in emergency situations where regular updates are required to be delivered in a clear and unambiguous manner.

7.5 Documented Information

7.5.1 General

Documented information of the OHSMS is carried out through the following documents:

- Health & Safety Policy, Health & Safety Objectives
- Health & Safety Manual
- Procedure for Documented Information
- Documents, including records, required by ISO 45001, will be given in the ***List of Internal Documents***
- Documents, including records, which **AL HIKMA BUILDING CONTRACTING (L.L.C)** has determined to be necessary, will be given in the ***List of Internal Documents***

7.5.2 Creating and Updating

The top management of **AL HIKMA BUILDING CONTRACTING (L.L.C)** determined some criteria for creating and updating the documented information.

For the identification and description documented information, it is decided to include a title, date and reference number.

SN	PUPOSE	ACTION/DETAILS
1	Identification and description	A title, date and reference number
2	Format	English
3	Media	Paper and Electronic
4	Suitability and adequacy	Review – By the HSE Manager Approval – CEO / General Manager

7.5.3 Control of Documented Information

The top management of **AL HIKMA BUILDING CONTRACTING (L.L.C)** is determined to control the documented information required by the quality management system and by this International Standard. To ensure that the documented information of internal and external origin determined by **AL HIKMA BUILDING CONTRACTING (L.L.C)** to be necessary for the planning and operation of the quality management system are identified and their distribution controlled, and **AL HIKMA BUILDING CONTRACTING (L.L.C)** has established a procedure for controlling documents used in its quality management system. This control ensures that:

a) Distribution, access, retrieval and use;
b) Storage and preservation, including preservation of legibility;
c) Control of changes (e.g. version control);
d) Retention and disposition.

8.0 Operation

8.1 Operational Planning and Control

8.1.1 General

AL HIKMA BUILDING CONTRACTING (L.L.C) has identified possible OHS hazards, **AL HIKMA BUILDING CONTRACTING (L.L.C)** has implemented the operational controls that are necessary to manage the associated risks and comply with applicable OHS legal requirements.

Operational planning and control of the processes are established and implemented to enhance occupational health and safety, by eliminating hazards or, if not practicable, by reducing the OHS risks to levels as low as reasonably practicable for all relevant operational areas and activities.

The operational controls selected are maintained and evaluated periodically for their continuing effectiveness.

Operational control of processes includes:

- Use of procedures, work instructions, process maps and systems of work;
- Monitoring key characteristics and stipulated operating criteria;
- Ensuring the competence of workers;
- Establishing preventive or predictive maintenance and inspection programmes;
- Developing specifications for the procurement of goods and services;
- Applying controls related to contractors and other visitors to the workplace;
- Ensuring compliance with legal and other requirements or manufacturers' instructions for equipment;
- Applying engineering and administrative controls;
- Adapting work to workers by defining or re-defining how the work is organized, processes and working environments or by adopting an ergonomic approach when designing new, or modifying workplaces, equipment, etc.

When **AL HIKMA BUILDING CONTRACTING (L.L.C)** is planning and developing operational controls, priority has given to controls with higher reliability in preventing work-related injury and ill health.

Planning includes, but is not limited to those for:

- Consultation and participation of workers;
- Hazard identification and risk and opportunity assessment;
- Determination of, and compliance with, legal and other requirements;
- Planning, implementing and maintaining OH&S objectives;
- Training;
- Communication;
- Control of documented information;
- Management of change;
- Procurement;
- Contractor management;

- Outsourcing;
- Emergency preparedness and response;
- Monitoring, measurement, analysis and performance evaluation;
- Internal audits;
- Management review;
- Incident investigation;
- Nonconformity and corrective action.

AL HIKMA BUILDING CONTRACTING (L.L.C) coordinates with the relevant parts of its OHS management system with those of any other organization with which **AL HIKMA BUILDING CONTRACTING (L.L.C)** shares its workplace.

AL HIKMA BUILDING CONTRACTING (L.L.C) is maintaining and retaining documented information to the extent necessary to have confidence that the processes have been carried out as planned.

8.1.2: Eliminating Hazards and Reducing OH&S Risks

AL HIKMA BUILDING CONTRACTING (L.L.C) has developed the hierarchy of control measures for the elimination of hazards and the reduction of OHS risks. The hierarchy of controls provides a structured approach to eliminating hazards and reducing or controlling OHS risks. This approach involves prioritizing control actions in a sequential manner. Each control is considered less effective than the one above it. It is customary to combine several controls in order to effectively reduce the OHS risks to a level that is as low as reasonably practicable.

AL HIKMA BUILDING CONTRACTING (L.L.C) follows below "hierarchy of control" for the elimination of hazards and reduction of OH&S risks:

a) Eliminate the hazard;
b) Substitute with less hazardous processes, operations, materials or equipment;
c) Use engineering controls and reorganization of work;
d) Use administrative controls, including training;
e) Use adequate personal protective equipment.

In applying the hierarchy of controls, **AL HIKMA BUILDING CONTRACTING (L.L.C)** is considering the relative costs, risk-reduction benefits, and reliability of the available options.

8.1.3 Management of Change

AL HIKMA BUILDING CONTRACTING (L.L.C) has established and implemented the **Procedure for Management of Change** to control the planned temporary and permanent changes that influence its OHS performance such as:

- New products, processes or services;
- Changes to work locations, working conditions, processes, procedures, equipment, or the company's organizational structure;
- Changes to applicable legal and other requirements;
- Changes in knowledge or information concerning hazards and associated risks
- Developments in knowledge and technology

AL HIKMA BUILDING CONTRACTING (L.L.C) controls both temporary and permanent changes, to review the consequences of unintended changes and, where applicable, to take action to mitigate any adverse effects that might arise as a result of the occurrence of change.

8.1.4 Procurement

8.1.4.1 *General*

AL HIKMA BUILDING CONTRACTING (L.L.C) has established, implemented, and maintained a procedure to control the procurement of products and services in order to ensure their conformity to its OHS management system.

Procurement processes is used to control potential hazards and reduce OHS risks associated with the purchase and introduction of products, hazardous chemicals, raw materials, equipment and ancillary services into the workplace. The procedure also addresses the need for consultation and communication on the procurement process with interested parties such as workers, contractors, and visitors.

AL HIKMA BUILDING CONTRACTING (L.L.C) ensures that purchases are safe for use by workers by confirming that:

- Equipment is supplied in accordance with a technical specification such as CE-marking and, where appropriate, is tested to ensure that it functions as intended;
- Equipment is supplied in accordance with legal requirements;
- Where appropriate, risk assessments are carried out in advance of the use of the equipment;
- Installations are commissioned to ensure that they function as designed;
- Materials are supplied in accordance with technical specifications;
- Usage requirements, precautions or other protective measure are communicated and made available to workers, contractors and others who could be adversely affected.

8.1.4.2 *Contractors*

AL HIKMA BUILDING CONTRACTING (L.L.C) co-ordinates its procurement process with its contractors, in order to identify hazards and to assess and control the OHS risks arising from:

- Contractors' activities and operations that impact or have the potential to impact **AL HIKMA BUILDING CONTRACTING (L.L.C)**;
- **AL HIKMA BUILDING CONTRACTING (L.L.C)'s** activities and operations that impact or have the potential to impact contractors' workers;
- Contractors' activities and operations that impact or have the potential to impact other interested parties in the workplace such as visitors or the public.

AL HIKMA BUILDING CONTRACTING (L.L.C) ensures that the requirements of its OHS management system are met by the contractors and their workers. **AL HIKMA BUILDING CONTRACTING (L.L.C)'s** procurement procedure defines and applies occupational health and safety criteria for the selection of contractors and includes the occupational health and safety criteria for the selection of contractors in the contractual documents.

8.1.4.3 *Outsourcing*

AL HIKMA BUILDING CONTRACTING (L.L.C) has established appropriate controls both to ensure that the external provider understands what is required of it and to give itself assurance that these are being pursued in a responsible way.

AL HIKMA BUILDING CONTRACTING (L.L.C) verifies that its outsourcing arrangements are compliant with legal requirements and are consistent with achieving the intended outcomes of the OHS management system.

The type and degree of control to be applied to outsourced functions and processes are defined within the OHS management system and should be based on criteria such as:

- The ability of the external organization to meet the **AL HIKMA BUILDING CONTRACTING (L.L.C)'s** OHS management system requirements;
- The technical competence of the organization to identify hazards, assess risks, determine appropriate controls and understand its obligations vis a vis OHS legislation;
- The potential effect of the outsourced processes may have on the **AL HIKMA BUILDING CONTRACTING (L.L.C)'s** ability to achieve the intended outcomes of its OHSMS;
- The extent to which the outsourced process or function is shared;
- The capability of the organization to achieve the necessary controls through the application of its procurement process;
- Opportunities for improvement.

Controls includes contractual requirements, training, inspections, and risk assessments.

8.2 Emergency Preparedness and Response

AL HIKMA BUILDING CONTRACTING (L.L.C) has established, implemented and maintained a procedure needed to prepare for and respond to potential emergency situations, as identified in 6.1.2.1, including:

a) Establishing a planned response to emergency situations, including the provision of first aid.
b) Providing training for the planned response.
c) Periodically testing and exercising the planned response capability.
d) Evaluating performance and, as necessary, revising the planned response, including after testing and in particular after the occurrence of emergency situations.
e) Communicating and providing relevant information to all workers on their duties and responsibilities.
f) Communicating relevant information to contractors, visitors, emergency response services, government authorities and, as appropriate, the local community.
g) Taking into account the needs and capabilities of all relevant interested parties and ensuring their involvement, as appropriate, in the development of the planned response.

The organization shall maintain and retain documented information on the process(es) and on the plans for responding to potential emergency situations.

9 Performance Evaluation

9.1 Monitoring, Measurement, Analysis, and Evaluation

9.1.1 General

AL HIKMA BUILDING CONTRACTING (L.L.C) has implemented the procedure to monitor and measure the following in order to determine the performance of the OHSMS and evaluate its effectiveness:

- The extent to which the legal and other requirements are fulfilled including, where applicable, all applicable OH&S legislation, collective agreements, standards and codes and insurance requirements;

- Characteristics of activities and operations related to the identified hazards, risks and opportunities;
- Progress in the achievement of the organization's OH&S objectives;
- Effectiveness of operational and other controls.

AL HIKMA BUILDING CONTRACTING (L.L.C) has determined appropriate methods for monitoring, measurement, analysis and performance evaluation in order to ensure valid results, decide when the monitoring and measurement will be performed and when the results from monitoring and measurement will be analyzed, evaluated and communicated.

AL HIKMA BUILDING CONTRACTING (L.L.C) has ensured that the monitoring and measurement equipment is calibrated or verified and that it is correctly used and maintained.

Insofar as measuring and monitoring are concerned, **AL HIKMA BUILDING CONTRACTING (L.L.C)** uses both reactive and proactive measures of performance but should mainly focus on proactive measures in order to drive OHS performance improvement.

Proactive measures include:
- Assessment of compliance with legal and other requirements;
- Evaluation of the effectiveness of OHS training;
- Use of worker surveys to evaluate OHS culture and related worker satisfaction;
- Completion of statutory and other inspection schedules;
- The extent to which programmes have been implemented;
- The effectiveness of the worker consultation and participation process;
- Use of health screening.

Reactive measures include:
- Occurrence and rates of notifiable accidents and dangerous occurrences;
- Lost time incident rates;
- Monitoring of ill health;
- Actions required following assessments by regulatory bodies such as the HSA/HSE.

AL HIKMA BUILDING CONTRACTING (L.L.C) has retained appropriate documented information as evidence of the results of monitoring, measurement, analysis, and evaluation and of the maintenance, calibration, or verification of measuring instruments.

9.1.2 *Evaluation of Compliance*

AL HIKMA BUILDING CONTRACTING (L.L.C) has established, implemented, and maintained a procedure for evaluating compliance with legal requirements and other requirements (6.1.3).

AL HIKMA BUILDING CONTRACTING (L.L.C) is
- Determined the frequency and method for the evaluation of compliance;
- Evaluating compliance and take action if needed (see 10.2);
- Maintaining knowledge and understanding of its compliance status with legal requirements and other requirements;
- Retaining documented information of the compliance evaluation results.

9.2 Internal Audit

9.2.1 General

The organization must conduct internal audits at planned intervals to provide information on whether the OH&S management system conforms to the organization's own requirements for its OH&S management system, including the OH&S policy and OH&S objectives and the requirements of ISO 45001. In addition, the audit allows the organization to determine if its OH&S management system is effectively implemented and maintained. The extent of the audit programme should be based on the complexity and level of maturity of the OH&S management system.

9.2.2 Internal Audit Programme

AL HIKMA BUILDING CONTRACTING (L.L.C) is conducting internal audits at planned intervals to provide information that the OHS management system conforms to its own requirements including the OHS policy and OHS objectives and the requirements of this document and to ensure OHSMS is effectively implemented and maintained.

9.2.2 *Internal Audit Programme*

AL HIKMA BUILDING CONTRACTING (L.L.C) plans, establishes implements and maintains an audit programme, which contains information on:

- The frequency that audits are conducted.
- The audit criteria and scope for each audit.
- The methodology/protocol used (should be in general conformance with the requirements of ISO 19011:2018 Guidelines for auditing management systems.
- Who is responsible for managing and conducting audits.
- What consultation takes place with auditees and the general workforce.
- How the audits are planned and implemented.
- The format for reporting audits.

Prior to conducting the audit, the auditors review appropriate OHS management system documented information, and the results of prior audits. This information should be used by the organization in planning for the audit.

After the audit is complete the auditors must ensure that the results of the audits are reported to relevant managers. In addition, relevant audit results must be reported to workers; where they exist, to workers' representatives and to other relevant interested parties.

AL HIKMA BUILDING CONTRACTING (L.L.C) takes action to address nonconformities in a timely and efficient manner and continually improve its OHS performance. The audit report is clear, precise, and comprehensive.

AL HIKMA BUILDING CONTRACTING (L.L.C) retains documented information as evidence of the implementation of the audit programme and the audit results.

9.3 Management Review

The top management of **AL HIKMA BUILDING CONTRACTING (L.L.C)** reviews its OHS management system, at planned intervals, to ensure its continuing suitability, adequacy and effectiveness.

The agenda of management review shall include consideration of:

- the status of actions from previous management reviews;
- changes in external and internal issues that are relevant to the OH&S management system including:
    - the needs and expectations of interested parties;
    - legal requirements and other requirements;
    - risks and opportunities;
- the extent to which the OHS policy and the OHS objectives have been met;
- information on the OH&S performance, including trends in:
    - incidents, nonconformities, corrective actions and continual improvement;
    - monitoring and measurement results;
    - results of evaluation of compliance with legal requirements and other requirements;
    - audit results;
    - consultation and participation of workers;
    - risks and opportunities;
- adequacy of resources for maintaining an effective OHS management system;
- relevant communication with interested parties;
- Opportunities for continual improvement.

The outputs of the management review include decisions related to:

- continuing suitability, adequacy and effectiveness of the OHS management system in achieving its intended outcomes;
- continual improvement opportunities;
- any need for changes to the OHS management system;
- resources needed;
- actions if needed;
- opportunities to improve integration of the OH&S management system with other business processes;
- any implications for the strategic direction of the organization.

The top management communicates the relevant outputs of management reviews to workers, and, where they exist, workers' representatives (see 7.4).

AL HIKMA BUILDING CONTRACTING (L.L.C) has retained documented information as evidence of the results of management reviews.

10 Improvement

10.1 General

AL HIKMA BUILDING CONTRACTING (L.L.C) shall determine opportunities for improvement (see Clause 9) and implement necessary actions to achieve the intended outcomes of its OH&S management system.

10.2 Incident, Nonconformity and Corrective Action

AL HIKMA BUILDING CONTRACTING (L.L.C) has established, implemented and maintained a procedure, including reporting, investigating and taking action, to determine and manage incidents and nonconformities.

When an incident or nonconformity occurs, **AL HIKMA BUILDING CONTRACTING (L.L.C)** is:

- Reacting in a timely manner to the incident or nonconformity and, as applicable:
- Takes action to control and correct it;
- Deals with the consequences;
- evaluates, with the participation of workers (see 5.4) and the involvement of other relevant interested parties, the need for corrective action to eliminate the root cause(s) of the incident or nonconformity, in order that it does not recur or occur elsewhere, by:
- Investigating the incident or reviewing the nonconformity;
- Determining the causes of the incident or nonconformity;
- Determining if similar incidents have occurred, nonconformities exist, or if they could potentially occur;
- Reviews existing assessments of OHS risks and other risks, as appropriate (see 6.1);
- Determines and implements any action needed, including corrective action, in accordance with the hierarchy of controls (see 8.1.2) and the management of change (see 8.1.3);
- Assess OHS risks that relate to new or changed hazards, prior to taking action;
- Reviews the effectiveness of any action taken, including corrective action;
- Makes changes to the OHS management system, if necessary.

Corrective actions are appropriate to the effects or potential effects of the incidents or nonconformities encountered.

AL HIKMA BUILDING CONTRACTING (L.L.C) retains documented information as evidence of:

- the nature of the incidents or nonconformities and any subsequent actions taken;
- the results of any action and corrective action, including their effectiveness.

AL HIKMA BUILDING CONTRACTING (L.L.C) communicates this documented information to relevant workers, and, where they exist, workers' representatives, and other relevant interested parties.

10.3 Continual Improvement

AL HIKMA BUILDING CONTRACTING (L.L.C) continually improves the suitability, adequacy, and effectiveness of the OHS management system, by:

- Enhancing OHS performance;
- Promoting a culture that supports an OH&S management system;
- Promoting the participation of workers in implementing actions for the continual improvement of the OH&S management system;
- Communicating the relevant results of continual improvement to workers, and, where they exist, workers' representatives;
- Maintaining and retaining documented information as evidence of continual improvement.