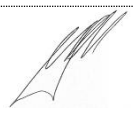
UNI ENERGY GULF TRADING LLC OPC

QUALITY & ENVIRONMENTAL MANAGEMENT SYSTEM MANUAL

ISO 9001:2015 & ISO 14001:2015

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UNI ENERGY GULF TRADING LLC OPC

QUALITY & ENVIRONMENTAL MANAGEMENT SYSTEM MANUAL

(According to ISO 9001:2015 & ISO 14001:2015 Requirements)

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QEMS MANUAL AMENDMENT HISTORY

Section	Change	Rev	Date	Approval
All	Initial issue	00	20-10-2023	MD
All	General revision: company profile, shared services and role table, COO as top management, climate change, clause applicability, life cycle and document references.	01	09-10-2026	COO

COMMERCIAL REGISTRATION	**5056955**
COMPANY NAME	UNI ENERGY GULF TRADING - L.L.C - O.P.C
ADDRESS	Building: International Capital Trading - LLC, Al Bateen, West 35, Abu Dhabi, United Arab Emirates

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FORWARD

This Quality & Environmental Management System (QEMS) Manual describes the basic structure of the quality & environment management system and its application within **UNI Energy Gulf Trading.**
All operations and activities that directly affect the quality, health, safety, and environment of our facilities, offices and project sites are controlled by processes, procedures and associated documents written to comply with the following requirements of the following local and international recognized standards:

ISO 9001:2015 Quality Management Systems – Requirements

ISO 9001 is the foundation of our Quality management system. The adoption of ISO 9001 ensures a strong foundation for a well-established process and a Quality System that supports continual improvement, business growth and efficiency.

Establishing a quality management system based on this International Standard is expected to achieve the following possible advantages for **UNI Energy Gulf Trading**:

a) the capacity to continuously deliver goods and services that satisfy clients and relevant legal and regulatory prerequisites;

b) creating chances to improve our clients' over experience and satisfaction towards our products and services;

c) taking into account opportunities and hazards related to its goals and context;

d) the capacity to prove adherence to particular requirements of the quality management system.

ISO 14001:2015 Environmental Management Systems – Requirements

ISO 14001 is a standard for the environmental management elements of the Quality & Environmental Management System. The integration of ISO 14001 provides a framework for conducting business in an environmentally responsible manner. Our core Environmental Management System procedures are:

- Operational Control
- Aspects & Impacts
- Emergency preparedness & Response
- Compliance Obligations

The required procedure references are made in the appropriate sections of this manual.

Where we have chosen to outsource any process that can affect the conformity of our products and service requirement, we ensure such process are controlled.

As part of measurement, analysis, and improvement process, we monitor, measures and analyse these processes as appropriate and take necessary actions to achieve planned results and improve continually. Effectiveness of Quality & Environmental Management System are checked through internal audits, management reviews, reviews of customer satisfaction and communications received from interested parties.

The Company demands that all activities supporting our operations be controlled and improved reflecting our quality & environmental management principles, our positive approach to ensuring high level of customer satisfaction and concern for the environment. The specific quality and environmental requirements are documented in a suite of standard procedures.

A. COMPANY PROFILE

Intro:

UNI Energy Gulf Trading is engaged in General Trading of the following client requirements:

- Oil and Natural Gas Well Equipment, Devices, and Spare Parts
- Pipes, Tubes, and accessories

"UNI EGT aspires to be a competitive leader in providing unrelenting and quality support services and trading relevant supplies locally and globally while remaining true to our core values."

As a leader in our industry, UNI EGT always endeavors to concentrate our efforts on the individual requirements of our customers and help them to strengthen their competitive position and performance.

What we Do:

GENERAL TRADING
• Oil and Natural Gas Well Equipment, Devices, and Spare Parts • Pipes, Tubes, and accessories

Organisation and Shared Services:

UNI EGT is part of the UNI group and operates under the management of UNI Production Systems LLC FZ (UNI PRD). Top management and the commercial, procurement, contracts, QHSE, HR and finance functions are provided to UNI EGT by UNI PRD staff based at the UNI head office in Dubai.

Roles named in the IMS procedures are filled by the corresponding UNI PRD function, with the same responsibilities and authorities. The Chief Operating Officer (COO) acts as top management for UNI EGT and approves IMS documents.

Locations

Registered office, Al Bateen, Abu Dhabi: administration.

UNI head office, Dubai: management, commercial, procurement, QHSE, HR and finance support.

Storage yard, Abu Dhabi (rented): receipt, storage, preservation and dispatch of FlexSteel equipment.

Partners and Outsourced Processes

UNI EGT is the UAE partner of FlexSteel. FlexSteel products and related services are supplied to customers in the energy sector through UNI EGT. Equipment held at the yard is owned by FlexSteel and is controlled as property belonging to an external provider.

Hydrostatic pressure testing is an outsourced process. It is carried out by an approved subcontractor and controlled through the Purchase Procedure (UNI-EGT-PUR-PR01).

1. PURPOSE

This section establishes the Scope of and requirements for the Quality Management Systems and Environmental Management System (QEHS Management Systems) to demonstrate our ability to consistently provide product and services meeting requirements of customers, interested parties, and applicable Legislative and Regulatory Requirements, to enhance Customer Satisfaction through Continual Improvement. Policies and Objectives are formulated which take into account Legislative Requirements, information regarding Significant Environmental Impacts, and internal and external issues relevant to business purposes.

The benefit of having QEMS Manual is integration of the two standards under one roof there by to:

- Increase efficiency and effectiveness of system
- Reduce administrative activities
- Reduce duplication in effort and
- Enhance internal and external communication

"**UNI ENERGY GULF TRADING - L.L.C - O.P.C** is referred to in all document as either "**UNI EGT"** or "**The Company".**

The Quality & Environmental Management System (QEMS) is also referred to in IMS documents as the Integrated Management System (IMS). Both terms mean the same management system.

2. NORMATIVE REFERENCES

The following International Standards and applicable regulations have been used as reference documents for the development of Quality & Environmental Management System.

- ISO 9001:2015 Quality Management System requirements
- ISO 9000:2015 Quality Management Systems - Fundamentals and vocabulary
- ISO 14001:2015 Environmental Management System

3. TERMS AND DEFINITIONS

COO	–	Chief Operating Officer
PD	–	Project Director
FSD	–	Field Service Director
CD	–	Commercial Director
QMR	–	Quality Manager
QC	–	Quality Control Engineer
SM	–	Sales Manager
SE	–	Sales Engineer
HR	–	HR Manager
HSE	–	HSE Manager
ISO	–	International Organization for Standardization
QEMS	–	Quality & Environmental Management System
QMS	–	Quality Management System
EMS	–	Environmental Management System
GEN	–	General
HR	–	Human Resource
PUR	–	Purchase
CUS	–	Customer
NCR	–	Nonconformance Report
MRM	–	Management Review Meeting (Minutes)
DOC	–	Document
PR	–	Procedure
F	–	Form

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 QEMS Policy.
Audit	Systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled.
Auditor	Person with the competency to conduct an audit.
Competence	Ability to apply knowledge and skills to achieve intended results.
Compliance Obligations	Legal requirements and other requirements that company has to comply or chooses to comply with related to EMS.
Conformity	Fulfillment of a requirement.
Continual Improvement	Process of enhancing the QUALITY & ENVIRONMENTAL system to achieve improvements in overall company's performance in line with company's QUALITY & ENVIRONMENTAL policy.
Corrective Action	Action to eliminate the cause of detected nonconformity.
Documented Information	Information required be controlling and maintained by company and the medium on which it is contained.

Effectiveness	Extent to which planned activities are realized and planned results achieved.
Indicator	Measurable representation of the condition or status of operations, management or conditions
Integrated Management System **(QEMS)**	Integrated two or more standards from different disciplines in to one. Quality & Environmental Management System which covers all the clauses and requirements of ISO 9001:2015 & ISO 14001:2015 standards.
Interested Parties Satisfaction	The term refers to fulfilling the requirements and exceed the expectations of customers, society, and employees by assuring the product conformity to the customers, maintaining the better environment and safety to the society and employees. This can be achieved by the effective implementation of QEMS including applicable legal and statutory requirements.
Interested Parties	Individual or group like customers, society, employees, and persons working for or on behalf of organization and others concerned with or affected by the decision or activity of the organization.
Life Cycle	Consecutive and interlinked stages of a product or service system, from raw material acquisition or generation from natural resources to final disposal.
Management System	Set of interrelated or interacting elements of company to establish policies and objectives and processes to achieve those objectives.
Measurement	Process to determine a value.
Monitoring	Determining the status of system, a process or an activity.
Non-conformance	Any deviation from work standards, practices, procedures, regulations, QEMS performance etc. that could either directly or indirectly lead to unintended use or delivery, or lead to injury or illness, property damages, damage to company work place environment or a combination of these. Non-fulfillment of a requirement.
Objectives	Overall goal, consistent with the company policy that an organization sets itself to achieve. Results to be achieved.
Environment	Surroundings in which company and site operate, including air, water, land, natural resources, flora, fauna, humans and their interrelations
Environmental Aspects	Any element of business, activities or products, or services which can interact with the environment.
Environmental Condition	The state or characteristic of the environment as determined at a certain point in time.
Environmental Impact	Any change to the environment, whether adverse or beneficial wholly or partially resulting from an activity or product of the business.

Prevention of pollution	Use of processes, practices, techniques, materials, products, services or energy to avoid, reduce or control the creation, emission or discharge of any type of pollutant or waste, in order to reduce adverse environmental impacts.
Organization	People or group of people that has its own functions with responsibilities, authorities and relationships to achieve its objectives.
Outsource	Make an arrangement where external organization performs part of company function or process and supply products or services.
Performance	Measurable results of process, procedure, activity related to Quality & Environmental Management System.
Policy	Intentions and direction of an organization related performance as formally expressed by our top management.
Process	Set of interrelated or interacting activity which transforms inputs into output.
Procedure	Specified way to carry out an activity or a process
QEMS Policy	It is the statement of the company of its intention and principles in relation to its overall performance, which provides a frame work for action and for the setting of its objectives and targets
Requirement	Need or expectation that is stated, generally implied or obligatory.
Risk	Combination of the likelihood and consequences of specified hazardous event occurring or exposure and severity or Ill health that can be caused by the event or exposure.
Risk Assessment	The overall process of estimating the magnitude of risk and deciding whether or not the risk is tolerable. Effect of uncertainty.
Risks and Opportunities	Potential adverse effects (threats) and potential beneficial effects (opportunity).
Statutory and Regulatory Requirements	Statutory and regulatory requirements can be expressed as legal requirements. These include the applicable requirements to the products and services and processes and procedures of the organization.
Top Management	A person or group of people who directs and controls an organization at the highest level.
Workplace	Any physical location in which work related activities are performed under the control of the **UNI EGT**

4. CONTEXT OF THE ORGANIZATION

4.1 Understanding the organization and its context

The top management has determined internal and external issues that are relevant to our purpose and our strategic direction and that affect our ability to achieve the intended results of our quality & environmental management system & satisfy the requirements of ISO 9001:2015 & ISO 14001:2015 standards. Such issues shall and can include positive and negative factors or conditions for consideration but not limited to:

- Issues or conditions that may affect the ability of the organization to consistently satisfy organizational, customer requirements, statutory and regulatory requirements.
- Issues or conditions that may compromise the quality of the organization's products and services.
- Environmental conditions being affected by or capable of affecting the organization.

The Company monitors and reviews information relates to these external and internal issues. The external context is facilitated by considering issues arising from but not limited to; legal, technological, competitive, market, cultural, social and economic environments, whether international, national, regional or local. Whereas internal context can be facilitated by considering issues related to values, culture, knowledge, and performance of the organization.

In line with ISO 9001:2015/Amd 1:2024 and ISO 14001:2015/Amd 1:2024, the Company determines whether climate change is a relevant issue and whether relevant interested parties have requirements related to climate change. The determination is recorded in the Issues Register and the List of Interested Parties, and resulting risks are addressed in the Risk and Opportunity Register.

Document No	Document Name
UNI-EGT-GEN-PR07	Context of Organization & Risk Management Procedure
UNI-EGT-MR-F14	Issues Register

4.2 Understanding the needs and expectations of interested parties

Due to their effect or potential effect on our organization's ability to constantly provide products and services that meet customers and applicable statutory and regulatory requirements we have determined the interested parties that are relevant to our QEMS and their requirements. Moreover, the organization determined these requirements in consideration of those compliance obligations that the company have chosen to comply with as relevant to and as part of those needs and expectations, especially when the interested party is perceiving itself to be affected by the organization's decisions or activities related to its environmental performance.

We monitor and review information about interested parties and their relevant requirements.

Document No	Document Name
UNI-EGT-MR-F13	List of Interested Parties

a) Interested parties who are relevant to the QEMS are as follows

- Our customer
- Our shareholder
- Our Employees
- Community
- Our Principal suppliers

- Sub-Contractors and other suppliers
- Regulatory Authorities

b) The requirements of interested parties have been identified and summarized as follows:

S. No	Interested Party	Requirements
1	Customers	• Fulfil our commitments • Maintain outstanding Quality • Consistent provision of products & services
2	Shareholders	• Planned budget be fulfilled • All works to be performed as per Vison, mission and Values.
3.	Employees	• Meet all contractual obligations • To be treated honourably and in a Just manner • Skills & Competence development
4.	Communities	• Healthy and protected environment • Comply on relevant compliance obligations (Voluntary or Involuntary)
5.	Principal Suppliers	• All their requirements and regulation to be followed • Fulfil all their contractual obligations
6.	Subcontractors and other suppliers	• Contractual obligation to be fulfilled • Operational guidelines and safety rules & regulations to be conveyed and followed by them
7.	Government and local Regulatory Authorities.	• Fulfil regulatory and compliance obligation with respect to its business activities, Environment and occupational Health and safety as stipulated.

4.3 Scope of QEMS

To establish the scope of its QEMS, the company has determined the boundaries and applicability of the quality & environmental management system as described below

Boundaries of QEMS

Trading & Sales, Projects/Contracts, Selection of Suppliers to Receipt of Materials, Human Resource, Stores (including the storage yard), and Customer Support

Applicability of QEMS

All our projects and services.

The Company has considered the following when determining its scope of QEMS

- the external and internal issues;
- the requirements of relevant interested parties;
- its products and services;
- the compliance obligation;
- the planned or performed work related activities;
- its organizational units, functions and physical boundaries and
- its authorities and abilities to exercise control and influence.

Scope:

Requirements not applicable:

Clause 8.3 Design & Development of ISO 9001:2015 is not applicable. UNI EGT trades products that are designed and manufactured by others and does not design or develop products or services.

Clause 7.1.5 Monitoring & Measuring Resources of ISO 9001:2015 is not applicable to UNI EGT's own activities. UNI EGT does not own or use monitoring and measuring equipment to verify the conformity of products and services. Where conformity depends on measurement by an external provider, such as hydrostatic pressure testing by a subcontractor, UNI EGT requires and verifies valid calibration certificates for the instruments used, under clause 8.4 and the Purchase Procedure (UNI-EGT-PUR-PR01).

These requirements not being applicable does not affect UNI EGT's ability or responsibility to ensure the conformity of its products and services and the enhancement of customer satisfaction.

4.4 QEMS and its process

The Company has established, implemented, maintained, and are committed to continually improving quality & environmental management system, including the processes needed and their interactions, in accordance with the requirements of ISO 9001:2015 and ISO 14001:2015 standards. The Top management has determined the process needed for the QEMS and their application throughout the organization to enhance the performance of QEMS and have:

- determined the inputs required and outputs expected from these processes including the knowledge gained from the context.
- determined the sequences and interactions of these processes.
- determined and applied the criteria and methods (including monitoring, measurements, and related performance indicators) needed to ensure the effective operation and control of these processes.
- determined the resources needed for these processes and ensure their availability,
- assigned the responsibilities and authorities for these processes,
- addressed the risks and opportunities as determined in accordance with the requirements of QEMS,
- Evaluated these processes performances and implement changes needed to achieve their intended results.

To the extent necessary company has maintained documented information to support the operations of company processes. Also retained documented information to have confidence that the processes are being carried out as planned.

Document No	Document Name
UNI-EGT-INT-01	Interaction between Processes

5. LEADERSHIP

5.1 Leadership and commitment

5.1.1 General

The top management has demonstrated leadership and commitment with respect to QEMS by:

- Taking accountability for the effectiveness of the QEMS,
- Ensuring that the QEMS policy and objectives are established and are compatible with the context and strategic direction of the organization,
- Ensuring the integration of QEMS requirements into the company's business processes,
- Ensuring that the resources needed for the QEMS are made available,
- Communicating the importance of effective QEMS and of conforming to QEMS requirements
- Engaging, directing, and supporting persons to contribute to the effectiveness of the QEMS,
- Promoting continual improvement,
- Ensuring that the QEMS achieves its intended results,
- Promoting the use of process approach and risk-based thinking,
- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

Document No	Document Name
UNI-EGT-OC-01	Organization Chart

5.1.2 Customer focus

Top management has demonstrated leadership and commitment with respect to customer focus by ensuring that:

- Customers, statutory and regulatory requirements are determined, understood and consistency met;
- the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;
- the focus on enhancing customer satisfaction is maintained.

Document No	Document Name
UNI-EGT-GEN-PR07	Context of Organization & Risk Management Procedure

5.2 QEMS policy

5.2.1 Establishing the QEMS policy

The top management established, implemented, and maintains an QEMS Policy which is appropriate to the purpose and context of the organization and supports company strategic direction with a framework for setting QEMS objectives and, commitment to satisfy applicable legal requirements and to continual improvement of QEMS.

Document No	Document Name
UNI-EGT-POL-01	QEMS Policy

5.2.2 Communicating the QEMS policy

The top management ensures that the QEMS policy is well documented, communicated, understood, and applied within company and made available on request to relevant interested parties as appropriate.

5.3 Organizational roles, responsibilities, and authorities

The top management ensures responsibilities and authorities for every role are assigned, communicated, and made understood within the organization to ensures:

- QEMS conforms to the requirements of international standards.
- The processes are delivering their intended outputs.
- Reporting on the performance of QEMS and on opportunities for improvement, to top management
- The promotion of customer focus throughout the company and
- The integrity of QEMS system is maintained when changes to the quality & environmental management system are planned and implemented.

Roles named in IMS documents are filled as shown below. Where a role is filled by a UNI PRD function, that function holds the responsibilities and authorities the procedure gives the role.

Role named in IMS documents	Filled by
Top management; MD or CEO in earlier revisions	Chief Operating Officer (COO)
QHSE Manager, QMR, Quality Manager, HSE Manager, HSE Officer	QHSE Manager (UNI PRD HSE Manager)
Commercial Director, Contracts Manager, Sales Manager, Sales Engineer, Sales Coordinator, Sales Office	Commercial Director and the UNI PRD commercial team
Project Director, Projects Manager, Project Manager, Field Service Director, Operations Manager, Planning Department, Engineering Department, quantity surveyor	Commercial Director, who calls on UNI PRD Projects where an order requires it
Purchase Manager, Purchase Officer, Purchase Department, Procurement	UNI PRD Procurement Manager
Stores In-charge, Storekeeper, Supervisor (yard)	Person appointed by the Commercial Director to be in charge of the yard
QC Department, QC In-charge, Quality Control Engineer	UNI PRD QA/QC Manager, or the person appointed to carry out the inspection
HR Manager, HR Officer, HR Department, PRO	HR Manager, based at the UNI EGT office
Accounts Department, Finance	UNI PRD Finance
IT Section	UNI PRD IT
Head of Department, HOD, Department Head	The person filling the role for the process concerned
Internal Auditor	Competent auditor independent of the process audited, appointed by the QHSE Manager

Document No	Document Name
UNI-EGT-OC-01	Organization Chart

6. PLANNING

6.1 Actions to address risks and opportunities

6.1.1 General

The top management considered the risks and opportunities, applicable legal requirements and the expectations of interested parties when planning the QEMS. Risk and opportunities are determined addressing the need for:

- ensuring the QEMS can achieve its intended results(s)
- enhancing desirable effects,
- Preventing, or reducing, undesired effects including potential for external environmental conditions to the affect the organization
- achieving improvement.

The top management has planned necessary action for the identified risks and opportunities related to its context and how to integrate and implement the actions into its QEMS processes and evaluate the effectiveness of these actions.

Document No	Document Name
UNI-EGT-GEN-PR07	Context of Organization & Risk Management Procedure
UNI-EGT-MR-F15	Risk and Opportunity Register

6.1.2 Hazard identification and risk assessments & Environmental Aspects

6.1.2.1 Environmental Aspects

A team consisting of COO, QHSE Manager, Commercial Director, HR Manager, and technical staff has been given the responsibility and the authority to determine environmental aspects of all activities / processes / services of the company, keeping in view of the significance of its impact to the environment.

Significance will be decided based on environmental concern (severity and probability) and business concern (cost, legal requirements, difficulty, effect on other activities/processes/services, image and concern of interested parties, new or modified activities, products and services) including abnormal conditions and reasonably foreseeable emergency situations.

For all significant aspects, an effective control and monitoring mechanism will be applied to prevent them from becoming significant. This mechanism is in the form of procedures, work instructions, monitoring, training… etc., depending on the level of significance and nature of activities/processes/services. All new developments, new or modified activities/processes/services will be assessed.

The aspects, which are considered as significant are taken into consideration for establishing the SMART objectives.

The Company keeps the information concerning identification and evaluation of aspects up to date and details of all assessment are documented.

Environmental assessment is done whenever there are change in existing activities/processes/services, whenever there are new activities/processes/services, whenever there is a change in control and monitoring mechanism and whenever there is an environmental incident.

When determining environmental aspects, The Company will consider:

- change, including planned or new developments, and new or modified activities, products and services and
- abnormal conditions and reasonably foreseeable emergency situations.

The Company has determined those aspects that have or can have a significant environmental impact, i.e. significant environmental aspects, by using established criteria and communicated its significant environmental aspects among the various levels and functions of the organization, as appropriate.

The company maintains documented information of its

- environmental aspects and associated environmental impacts and
- criteria used to determine its significant environment aspect

Document No	Document Name
UNI-EGT-EMS-PR02	Environmental Aspect Assessment Procedure
UNI-EGT-EMS-G01	Environmental Aspect Assessment Guidelines
UNI-EGT-EMS-F01	Environmental Aspect Impact Assessment Register

6.1.3 Determination of legal and other requirements

The Company has determined Hazard/Risk and Aspects/Impacts associated with its context and maintained documented information for its compliance information:

- Determined and having access to compliance obligations related to its QEMS.
- Determined how these compliance obligations apply to company

Taking these compliance obligations into account when establishing, implementing, maintaining, and continually improving its QEMS.

Document No	Document Name
UNI-EGT-EMS-PR01	Compliance Obligations Procedure
UNI-EGT-EMS-F02	Compliance Obligations Registry

Planning actions

The Company has established, implemented, and maintained documented information related to its scope of operations, compliance obligations, significant environmental aspects, risk, and opportunities. Plans are defined to integrate and implement the actions its QEMS processes and regularly evaluate the effectiveness of these actions as per the defined timeline.

The actions taken to address risks and opportunities shall also be proportionate to the potential impact on the conformity of products and services.

6.2 QEMS objectives and planning to achieve them

6.2.1 QEMS objectives

The Company establishes QEMS objectives at relevant functions and level in order to maintain and continually improve QEMS and performance. When establishing objectives, we consider our QEMS policies, significant environmental aspects and associated compliance obligations, and risks and opportunities. We ensure

objectives are consistent with our QEMS policies, measurable, monitored, communicated, and updated as appropriates.

Document No	Document Name
UNI-EGT-OBJ-01	IMS Objectives

6.3 Planning of changes

The top management will determine the need for changes to the QEMS, the changes are carried out in a planned manner considering the:

- Purpose of the changes and their potential consequences.
- Integrity of the quality & environmental management system
- Allocation or reallocation of responsibilities and authorities.
- Management system processes will undergo changes, typically when:
  - Improvement opportunities have been identified, typically to improve process effectiveness.
  - Nonconformities within a process are identified and require corrective action
  - Conditions in the industry or company change, requiring a process to be updated
  - New processes are added which impact on existing processes, requiring changes
  - Customer requirements result in a need to change processes (Legal requirements, QEMS requirements)
  - Change in the scope of the Quality & Environmental Management System
  - Policy changes
  - Product change (technology improvement, etc.)
  - Changes in employees (new positions, new recruitments, resignations, long leave, etc)
  - Changes in the management

In such cases, the process must be changed in a controlled manner to ensure proper authorization and implementation of the changes.

At a minimum, process changes shall include the steps herein:

- The request for a process change shall be documented. The justification for the change shall be recorded.
- The change shall be reviewed by appropriate management, including the senior most manager responsible for the process. Changes must be approved prior to implementation.
- The appropriate documents will be updated to reflect the change. This document will undergo review and approval per the procedure Control of Documents. The revision indicator will be incremented, and the nature of the change recorded.

Document No	Document Name
UNI-EGT-MR-F02	Document and Management of Change Request

7. SUPPORT

7.1 Resources

7.1.1 General

The top management has determined and provided the resources needed for the establishment, implementation, maintenance, and continual improvement of the QEMS by considering the following:

- The capabilities of, and constraints on, existing resources,
- What needs to be obtained from external providers.

7.1.2 People

The top management has determined and provided the resources necessary for the effective implementation of its QEMS and for the operations and control of its processes. The Company has established competency requirements for all the levels as documented information.

Document No	Document Name
UNI-EGT-OC-01	Organization Chart

7.1.3 Infrastructure

The top management has determined the need for providing adequate and suitable infrastructure to achieve the conformity of service requirements and interested parties' satisfaction. COO is responsible to ensure that adequate infrastructure is available for the process requirements. Infrastructure requirements include:

- Workspace, building and associated utilities for company's operation,
- Adequate equipment, including hardware and software
- Information and communication technology
- Storage facilities to stock the raw materials and products
- Work Environment (pantry, to maintain good health and safety)
- Adequate facilities to protect and meet the emergency situations

Infrastructure required for achieving service commitments such as equipment, hardware, software, workspaces, and associated utilities are provided to appropriate functions.

Copies of maintenance or service records for equipment, which directly affects product quality, shall be maintained in the Office as evidence of maintenance of such equipment.

All precautions shall be taken to ensure that the quality of work is not compromised by external factors.

7.1.4 Environment for the operation of processes

The top management has provided and maintained suitable environment and supporting facilities to achieve conformity of products and services.

Work environment factors such as social, psychological, physical such as noise, temperature, humidity, lighting or weather under which work is performed is monitored and maintained as per the legal requirements and as appropriate to the operations.

Control of process include the careful selection and monitoring of materials from suppliers, the use of documented procedures and work instruction, continuous monitoring and recording of process parameters to control the process as well as to protect the work environment to its ideal condition.

Personnel to keep the safe work environment suitable for the respective work areas issue procedures/work instructions to define locations/holders for reference.

Disposition of any waste from the process are made in line with the legal requirements laid by relevant authorities.

The COO will ensure that the control measures are taken to eliminate the identified significant high risk and hazard.

The office/site facilities are provided with adequate and suitable equipment and work environment like adequate ventilation and personnel protective equipment by taking account of the needs of interested parties.

7.1.5 Organizational knowledge

The top management determines the knowledge necessary for the operation of its processes and to achieve conformity of the products/services.

Organizational knowledge which is knowledge specific to our business gained by experience, lesson learned from failures and successful deliveries of our services over the years are used and shared to achieve our objectives. When addressing changing needs and trends, the management will take into account current knowledge and determines how to acquire or access necessary additional knowledge and required updates.

7.2 Competence

The top management determines the competence levels of persons working for and under the control of company, that affects the performance and effectiveness of QEMS based on education, skills, and experience. Where necessary, actions will be taken to acquire needed competence and evaluate the effectiveness of the actions taken and retain documented information as evidence of achieving the competencies.

Document No	Document Name
UNI-EGT-HR-PR01	HR Procedure

7.3 Awareness

The top management adopts various techniques for awareness to employees such as QEMS inductions, notices, sign boards etc to ensure that the employees and those who works under the control of organization are aware of QEMS Policy, Objectives, their contribution towards effectiveness of QEMS including the benefits of improved performance and implication of not conforming with the QEMS system requirements.

Document No	Document Name
UNI-EGT-HR-PR01	HR Procedure

7.4 Communication

The top management has determined the internal and external communications relevant to QEMS, which includes details of requirements of communication, the situation when communication is required, mode of communication and responsibilities are clearly defined in a documented procedure.

The Company has taken into account diversity aspects (e.g. language, culture, literacy, disability), where they exist, when considering its information and communication needs.

Document No	Document Name
UNI-EGT-GEN-PR04	Communication Procedure

7.4.1 Internal Communication

The top management has established an effective two-way communication system. Communication from employees to management covers the following subjects:

- Identification of hazards/aspects by any individual and working team
- Detection of any nonconformities or abnormality related to QEMS
- Reporting of incidents
- Information about new available technologies to reduce the identified aspects.
- Information about the requirements to meet the specified product requirements
- Changes to QEMS Communication from management to concerned employees includes the following subjects:
  - Effectiveness of the QEMS system
  - Information about the legal requirements
  - Diffusion of policies, objectives and targets and QEMS program
  - Detection of non-conformities
  - Information about the new available technologies
  - Information about the customer requirements, customer feedback and product information, enquiries, contracts, or order handling and any amendments in the information
  - Major organizational changes
  - Consequences of actual or potential risk of their work activities and the benefits of improved personnel performances.

Document No	Document Name
UNI-EGT-GEN-PR04	Communication Procedure

7.4.2 External Communication

External communication includes but not limited to:

- Communication with interested parties related to QEMS
- Obtaining the changes in the legal requirements
- Making company policy and any QEMS reports publicly available
- Responding to communication from any external interested party
- In the event of an emergency, certain information regarding the impact will be released to public authority whenever required.

Document No	Document Name
UNI-EGT-GEN-PR04	Communication Procedure

7.5 Documented Information

7.5.1 General

The top management has established and maintained the following as part of QEMS:

- Documented information required by International Standard,
- Policy, objectives, processes, risks, opportunities etc.
- Documented information determined as necessary for the effectiveness of the QEMS such as documented information related to process monitoring, measurement, etc.

Document No	Document Name
UNI-EGT-MR-F03	Master List of Documents

7.5.2 Creating and updating

The top management has developed and implemented a procedure for control of documented Information, to ensure appropriate:

- Identification and description like, title, date of revision, author and reference numbers,
- Format and media (paper or electronic),
- Review and approval for suitability and adequacy.

Document No	Document Name
UNI-EGT-GEN-PR01	Control of Documents Procedure

7.5.3 Control of documented information

The top management has established and implemented a procedure for control of documented information to ensure QEMS documents will be controlled to ensure it is available and suitable for use where and when it is needed at the right place. Also documented information within our QEMS will be adequately protected from any loss of confidentiality, improper use.

Documented Information required by company are reviewed and updated, as and when required. The authority for preparation, review and approval are defined based on the nature and importance of the relevant document.

Distribution, access, retrieval and use of documented information will be controlled. Current and obsolete documents will be properly identified. Proper identifications will be given to all documents to ensure relevant versions of documented information are available at point of use to avoid unintended use and remain legible and readily identifiable at point of use.

Documented information of external origin determined by the organization to be necessary for the planning and operation of the QEMS are identified and controlled.

Documents used less than once per year may be reviewed and updated as necessary, prior to use. Documented Information retained as evidence of conformities are protected from unintended alterations.

Document No	Document Name
UNI-EGT-GEN-PR01	Control of Documents Procedure

8. OPERATION

8.1 Operational planning and control

8.1.1 General

The top management has developed, implemented and controlled planning processes in operations and controlled the process in the form of procedures needed to meet the requirements of our products and services and to implement the actions determined in Clause 6 by:

- Determining the requirements for our products and services within the QEMS
- Determining processes that are associated with identified environmental aspect where the implementation of controls is necessary to prevent or reduce the QEMS risks and impacts
- Establishing the criteria for the processes and the acceptance of products and services
- Controls over the processes are established with the acceptable criteria

Necessary information is determined and retained as a documented information by implementing operational formats to have confidence of these processes is being carried out as planned and to demonstrate the conformity of products requirements.

The top management ensures the output of planning is suitable for the company operations. Changes to plans are reviewed for the consequences of unintended changes, taking actions to mitigate any adverse effects as necessary. The Company outsource processes that affects product conformity to requirements. The processes required to outsource are being controlled as per the requirements.

Those operations and activities, which are identified as high risk in line with the policy, objectives, targets, compliance obligations… etc. will be controlled.

These controls can be in the form of procedures (Operation Control), work instructions, check points, monitoring, etc.

The Objective of all these controls is to prevent, correct and monitor the significant risk/impacts identified.

The effectiveness and efficiency of these controls will be monitored through aspect assessment, incidents, complaints… etc.

A documented procedure is established, implemented and maintained for operational control of overall organization and its activities, purchase of goods and equipment, services and to control over supplier /subcontractors and other visitors to workplace, to cover situation.

Consistent with a life cycle perspective, the Company determines its environmental requirements for the procurement of products and services, communicates the relevant requirements to external providers including subcontractors and transporters, and considers the need to provide customers with information about potential significant environmental impacts associated with the transportation, delivery, use and end-of-life treatment of the products it supplies.

Document No	Document Name
UNI-EGT-OPC-01	Good Housekeeping and Waste Management
UNI-EGT-OPC-02	Energy Conservation
UNI-EGT-PUR-PR01	Purchase Procedure

8.2 Emergency preparedness and response (ISO 14001:2015)

A documented procedure for emergency preparedness and response are established, implemented and maintained to identify the potential emergencies and respond to emergency situations include the following:

- This procedure includes preventing or mitigating adverse environmental impacts from emergency situations;
- These preparedness and response will be in the form of operational controls and plans relevant to any chemical spill or leaks as referred to in the emergency procedure.
- The emergency preparedness and response shall be reviewed where necessary and amended based on occurrence of incidents or emergency situations.

This procedure also reviewed to meet the requirements and incorporates periodical testing of the emergency preparedness and response.

Document No	Document Name
UNI-EGT-EMS-PR03	Emergency Preparedness and Response

8.3 Requirements for products

8.3.1 Customer communication

The top management has created a procedure to demonstrate the method of communication to customers. Customer communication is practiced in the following modes:

- Direct contact by COO/Commercial Director for providing information relating to products and services;
- Visits by Project director/Field Service director/Commercial Director and staff to customer sites / in-person for handling enquiries, contracts or orders including changes;
- Obtaining customers feedback relating to service including complaints;
- Identify and establish specific requirements for contingency actions when relevant.

The above details are recorded in the most suitable way.

Document No	Document Name
UNI-EGT-CM-PR01	Contract Management Procedure

8.3.2 Determining the requirements for products

In an effort to thoroughly identify all customer requirements, the following are considered as the interface with the customer when any contract/ orders are awarded. The management ensures that:

- The requirements of the operations are clearly defined,
- Applicable legal requirements, if any, are informed,
- Other requirements which are necessary within the scope of contract;
- Operations performance requirements provided by the customer;
- Customer stated availability requirements;
- Customer stated delivery requirements;
- Customer stated support needs;
- Determination of application related requirements, if not provided by the customer;
- Determination of any other relevant requirements considered necessary by organization;
- Determination of testing and conformance requirement if any.

Document No	Document Name
UNI-EGT-CM-PR01	Contract Management Procedure

8.3.3 Review of the requirements for products/services

The Company reviews all identified customer requirements and other supportive requirements for new business acceptance in order to check whether requirements are clearly defined, and the company has the capability to deliver/supply to meet the requirements before committing to supply/deliver products/services.

Any changes to the requirements differing from previously expressed will be reviewed as earlier and resolved. Records of requirements reviews, and follow-on actions are maintained.

Sales & Estimation process, which include reviewing of quotations, documents, clarifications for details and ambiguities from client, preparations of inquiries, and submissions of tender are carried out by the Project Director.

Modifications to contract either proposed by the customer or by company are recorded and properly transferred to Field Service director/Commercial Director for incorporation in execution of job. As required cost implication of such changes proposed shall be submitted to client for approval.

Customer requirements are stated through bid requests and orders. At the inquiry stage, the customer's requirements are clear and understandable and where there are ambiguities, clarifications are further obtained. All contracts are reviewed prior to signing to ensure that:

- The requirements are adequately defined and documented.
- Difference between contract and tender are resolved.
- Company has the capability to fulfil customer requirements addressed within the contract.
- Any additional requirements considered necessary

A final review of customer requirements is done prior to final sign off to assure that all differences are addressed and resolved.

Document No	Document Name
UNI-EGT-CM-PR01	Contract Management Procedure

8.3.4 Changes to requirements for products

Modifications or changes to the requirements for contract either proposed by the customer or by company are recorded and properly transferred to concerned Director for incorporation in execution of job. As required

cost implication of such changes proposed shall be submitted to client for approval. Relevant documented information is amended, and relevant persons are made aware of the changes.

8.4 Control of externally provided processes, products and services

8.4.1 General

As a control over externally provided processes, the company has established and effectively implements a purchase procedure, to ensure that purchased materials are conform to requirements and are clearly identified and transferred to accounts function for the payment through cash or credit system or generation of purchase orders.

Evaluation of existing suppliers is done by the concerned department heads, on the basis of quality, price and performance (delivery, communication). Based on this evaluation these suppliers will be graded for further business.

Document No	Document Name
UNI-EGT-PUR-PR01	Purchase Procedure

8.4.2 Type and extent of control

The top management has established necessary and adequate inspections and control mechanism to ensure the externally provided process, products and services do not adversely affect the company's ability to consistently deliver conforming service to its customers.

The company:

- ensures externally provided processes, products and services remain within control of QEMS.
- defines both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output
- Considered:
  - the potential impact of externally provided processes, products and services on the organization's ability to consistently meet customer and applicable statutory and regulatory requirements and
  - the effectiveness of the controls applied by the external provider
- put in place verification, inspections or other activities necessary to ensure that these externally provided products and services meet the requirements.

Document No	Document Name
UNI-EGT-PUR-PR01	Purchase Procedure

8.4.3 Information for external providers

The purchase order / quotation describes the required products specifications and quantity so that the external provider understands company requirements completely. Any additional information required by the external service provider will be communicated in the continuing correspondence.

When services are procured from external provider, the purchase order may refer as applicable, to supplier's quotation to ensure that they completely understand the requirements and prices are agreed.

The purchasing documents clearly and completely describe the following:

- Description of materials ordered, quantity, prices and date of supply.
- The product / service requirements in terms specification and compliance to specific standards as applicable.

- The delivery requirement as applicable.
- Approval of Products – if any.
- Required qualification of persons performing job if any.
- Interactions and methods and control and monitoring of performance to be applied by company.

Document No	Document Name
UNI-EGT-PUR-PR01	Purchase Procedure

8.5 Operations and service provision

8.5.1 Control of operations and service provision

Projects are carried out under controlled condition, activities like:

- Sales & Estimation process
- Purchasing
- Projects
- The control of project activities will be ensured by:
  - The availability of drawings and materials for project;
  - The availability to necessary procedures and documented information;
  - Receipt and release of application of products according to the specific requirements;
  - Setting or amending of QEMS Policy, Objectives, and Procedures;
  - Availability and use of suitable infrastructure and environment for the operation of processes;
  - Validation and periodic revalidation to ensure quality of Products and Services
  - The necessary actions to avoid any mistakes and errors from projects;
  - Implementation of release and work completion activities.

8.5.2 Identification and traceability

Purchased products shall be identified with unique codes and/or names. The code number identification is the same as, and is cross-referenced with, the designations used. Purchased products shall be identified by marking and/or tagging them or by identification of the area. Running Jobs are also identified with unique Job code that are traceable until the completion.

During all stages of the Project execution, materials and products are identified by Job/project numbers.

Identification during different stages of project realization process shall be by any or a combination of the following:

- Item numbers
- Serial numbers
- Drawings numbers
- Part number
- Job card number
- Other methods as required by customers.

Purchased materials once received at the warehouse shall be identified with Job/project Number

Document No	Document Name
UNI-EGT-STR-PR01	Stores Procedure

8.5.3 Property belonging to customers or external providers

Customer or external providers supplied materials, machines (if applicable) will generally be received at the Office/Site, and will be subject to a similar receiving, handling, storage and preservation procedure, except that materials will be jointly inspected.

Equipment held at the UNI EGT yard is owned by FlexSteel. It is identified as FlexSteel property, recorded in the Stock Register (UNI-EGT-STR-F02) and stored in line with FlexSteel's instructions. If it is lost, damaged or otherwise found unsuitable for use, this is reported to FlexSteel and the report is retained. The same applies to any property of a customer or other external provider.

Document No	Document Name
UNI-EGT-STR-PR01	Stores Procedure

8.5.4 Preservation

Appropriate methods of preservation of materials supplied for the various projects whilst under storage (e.g. wrapping, boxing etc) shall be applied as appropriate, so as to ensure that no damages or deterioration occur whilst under storage. Any particular recommendations of the manufacturer shall be complied with.

Document No	Document Name
UNI-EGT-STR-PR01	Stores Procedure

8.5.5 Post-delivery activities

The management ensures the post-delivery activities like legal requirements, customer requirements are clearly identified in the contract or order from customer and are met. Consideration is given to extent of the post-delivery activities are:

- Applicable statutory and regulatory requirements
- Any undesired consequences associated with the products
- Warranty and other obligations

8.5.6 Control of changes

The Company has established an approach to manage all changes made to products/ services to ensure that no unnecessary changes are made to our product/service and process is not disrupted and resources are used efficiently to ensure continuing conformity with product/service requirements. All changes to our product/services are documented and authorized by COO. Documented information describing the results of the review of changes will be retained.

8.6 Release of operations and services

The Company has implemented inspections and checks at the various stages of projects to ensure the customer requirements are met.

The management ensures that projects will not be handed over unless and until all the pre-defined checks are carried out and completed, unless otherwise approved by customer.

As evidence of conformity with the customer requirements and acceptance criteria and traceability to the releasing authority documented information are retained in relevant project files.

8.7 Control of nonconforming outputs

8.7.1 The Company has an established procedure for the control of non-conforming products/jobs/Projects, this established procedure shall be implemented for all jobs. Quality Manger is responsible for the identification of non-conforming job/services and report such non-conformances and follow through the identified non-conformance handling procedure.
All non-conformances shall be documented and recorded as per the standing procedure utilizing company's standard non-conformance document forms.

Non-conforming outputs will be controlled using control of non-conformances and corrective action procedure**.** This procedure will allow for:

- Identification of nonconforming jobs/projects
- Correction / Corrective Action
- Information to customer or any interested parties if required
- Obtaining authorization for accepting nonconformities.

Taking appropriate action to the effects, or potential effects, of the nonconformity when nonconforming works are detected after delivery.

8.7.2 The Company has retained documented information describing the details of non-conformances, results of investigation, actions taken, any concessions or approvals taken and authorization of decision authority in respect of the nonconformity.

Discovery of non-conformance after projects sign off is immediately followed by the actions necessary based on the nature of the nonconformance and its effect to minimize its impact and preserve customer satisfaction to the highest level possible under the circumstances.

Documented information of the nature of nonconformance and any subsequent actions taken, including concessions retained if any are maintained.

The Company has retained documented information describing the details of non- conformances, results of investigation, actions taken, any concessions or approvals taken and authorization of decision authority in respect of the nonconformity.

Document No	Document Name
UNI-EGT-GEN-PR05	Nonconformance & Corrective Action Procedure

9. PERFORMANCE EVALUATION

9.1 Monitoring, measurement, analysis, and evaluation

9.1.1 General

QEMS processes and services are monitored and measured when required in accordance with specific plans created for the service delivery. QHSE Manager/Project Director shall authorize service delivery to customer and documented information will be maintained.

QHSE Manager shall decide methods of monitoring (qualitative and quantitative) and measurement with acceptance criteria is maintain for company to ensure valid results.

All company functional processes would reflect how departments monitor their own performance and process delivery including support departments as administration, to which the organization objectives are met and to monitor effectiveness of controls.

QHSE Manager shall be responsible for taking correction, corrective and when planned results are not achieved including proactive measure of performance that conform to the QEMS requirements.

Statistics and basic report writing will be used most of the cases for the reporting. Internal audit will also be treated as good tool for monitoring and measurement processes and to evaluate the performance and the effectiveness of the QEMS.

Monitoring and measurement enable the organization to gauge its performance, analysis root causes of problems, identify the areas where corrective actions are needed, improve performance and increase efficiency.

Monitoring and measurement activities are controlled through operation control procedure covers the measuring and monitoring efforts of key characteristics of health and safety operations and activities that can have high risk.

Documented information will be retained as appropriate for the evidence of the results.

9.1.2 Customer satisfaction

Customer satisfactions are being monitored and measured based on customer feedback (good & bad), market survey conducted, delivered product quality reports (customer complaints) lost business analysis, compliments, QEMS etc.

All types of customer feedback (good and bad) will be forwarded to who shall register this in a log and the bad will be entered in the customer complaint Register**.**

Document No	Document Name
UNI-EGT-CM-PR01	Contract Management Procedure
UNI-EGT-CM-F05	Customer Satisfaction Survey

9.1.3 Analysis and evaluation

The top management has established various techniques for collecting, analysing and evaluating appropriate data and information arising from monitoring and measurement. The results of analysis are used to evaluate:

- Conformity of products and processes
- Results of customer satisfaction survey
- Performance and effectiveness of QEMS
- Effective implementation of plans

- Effectiveness of the actions applied for the identified risks and opportunities
- Need for improvement to QEMS.

Document No	Document Name
UNI-EGT-MR-F11	IMS Performance Analysis

9.1.4 Evaluation of compliance

The management identify, obtain, implement, and maintain all applicable legal and other relevant requirements related to the environmental aspects and impacts assessment as relevant to all activities/processes/services of the company are taken into account in establishing, implementing and maintaining Quality & Environmental Management System.

Identification will be focusing on requirements specific and relevant to the company's activities/products/services, general laws and authorizations, licenses, and permits.

All these requirements will be logged in with details in a central point. This will be communicated to persons working under the control of the company and other relevant interested parties using any one or more of the following – trainings, distribution of copies, discussions, posters… etc.

Contacts/memberships/agreements…. etc. will be made with the source-organizations in order to be informed on amendments, new requirements… etc.

A documented procedure for identifying, obtaining, implementing and maintaining compliance obligations is established and are updated periodically.

The relevant legislative requirements are identified, implemented and monitored for conformance to QEMS requirements applicable for company activities.

Document No	Document Name
UNI-EGT-EMS-PR01	Compliance Obligations Procedure
UNI-EGT-EMS-F02	Compliance Obligations Registry

9.2 Internal audit

Internal audits of QEMS will be conducted in accordance with Internal Audit Procedure at planned intervals to provide information on where the QEMS is conforms to company requirements and international standards.

Frequency of audits of specific areas and or specific requirements will vary with the need defined in the audit plan / programs. As a minimum all the areas will be audited at least once in a year. That variation will be reflected in the required audit plans along with the scope, the methods and assigned auditors.

All the auditors will be trained to meet the basic requirements else outsourced to external agency. The results of audit will be recorded to enable management and others take timely corrections, corrective action and to allow for proper verification of effectiveness. Results of the audit shall be informed to management. Documented information as evidence of the implementation of the audit programs and the results are retained.

Document No	Document Name
UNI-EGT-GEN-PR03	Internal Audit Procedure

9.3 Management Review

9.3.1 General

To assure the continuing suitability, adequacy, effectiveness and alignment with the strategic direction, top management (COO/Commercial Director and QHSE Manager as minimum) will conduct periodic (at least once in year) reviews of the QEMS. Other staffs may be invited to attend this, as required.

Because management and support functions are shared, the review may be held jointly with the UNI Production Systems management review. In that case the inputs below are presented for UNI EGT separately and the outputs for UNI EGT are recorded on the UNI EGT management review records.

It will be QHSE Manager responsibility to coordinate these reviews. QEMS coordinator shall prepare and circulate relevant schedules and agenda of these meeting to all expected participants at least one week ahead.

Document No	Document Name
UNI-EGT-GEN-PR06	Management Review Procedure
UNI-EGT-MR-F10	Management Review Meeting Report
UNI-EGT-MR-F11	IMS Performance Analysis

9.3.2 Management review inputs

The Management review will be planned and carried out taking into consideration:

- The status of actions from previous management reviews;
- Changes in:
  - External and internal issues that are relevant to the QEMS management system;
  - The needs and expectations of interested parties, including compliance obligations;
  - Significant environmental aspects and impacts
  - Business risks and opportunities;
- Information on the performance and effectiveness of the QEMS including trends in:
  - Customer satisfaction and feedback from relevant interested parties; including complaints
  - Relevant communication(s) from interested parties, including complaints;
  - The extent to which QEMS objectives have been met;
  - Process performance and conformity of products and services;
  - Nonconformities and corrective actions;
  - Monitoring and measurement results;
  - Audit results;
  - Fulfillment of compliance obligations;
  - The performance of external providers;
- The adequacy of resources;
- The effectiveness of actions taken to address risks and opportunities
- Opportunities for improvement.

Document No	Document Name
UNI-EGT-GEN-PR06	Management Review Procedure

9.3.3 Management review outputs

The output from management review will include any decisions and actions related to:

- Opportunities for improvement;
- Any need for changes to the QEMS;
- Resource needs.
- Actions, if needed, when QEMS objectives have not been achieved;
- Any implications for the strategic direction of the organization.

The management review meeting minutes will include the items discussed on the agenda, action items assigned, elements from inputs, and any miscellaneous items discussed.

A copy of the minutes of meeting will be distributed to attendees and any individuals assigned action items by the management. A copy of the meeting minutes will also be retained in the file.

Document No	Document Name
UNI-EGT-GEN-PR06	Management Review Procedure

10. IMPROVEMENT

10.1 General

As a part of improvement of company's performance, to meet customer requirements and to enhance customer satisfaction the management of company determines and selects opportunities for improvement and implements necessary actions which include:

- Ways and methods for improving products to meet requirements as well as future needs and expectations of customer and other interested parties.
- Investigating, correcting, preventive or reducing the effects of non-conformances
- Improve performance and effectiveness of the QEMS.

10.2 Nonconformity and corrective action

The Company has established, documented, and implemented a procedure for dealing with nonconformance. In the event of nonconformity, including any complaints from customer and interested parties, the person notices the non-conformity or receive the complaints must react as applicable to take actions to control, correct and deal with the consequences.

Evaluation of the need for the actions to eliminate the causes of the non-conformities in order that it does not reoccur or occur elsewhere by reviewing and analysing, determining the causes and determining if similar nonconformities exist or could potentially occur necessary actions will be implemented which are appropriate to the effects of the nonconformities encountered.

Review will be done to determine the effectiveness of any corrective actions taken. If necessary, risks and opportunities which were identified during planning will be updated and necessary changes made within QEMS.

Documented Information of Nonconformities, subsequent actions and results of corrective actions are retained as evidence.

10.3 Continual Improvement

Continual improvement of QEMS's suitability, adequacy and effectiveness will be achieved through the use of:

- Results of analysis and evaluation;
- A required output from management review;
- Needs of opportunities.

Document No	Document Name
UNI-EGT-GEN-PR05	Nonconformance & Corrective Action Procedure
UNI-EGT-GEN-PR06	Management Review Procedure