



INTEGRATED MANAGEMENT SYSTEM MANUAL

Quality Management System ISO 9001: 2015

Environmental Management System ISO 14001:2015

Occupational Health & Safety Management System ISO 45001:2018

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1. About the organization

John Panetta started JJP Electrical in 2017 and the business has been growing ever since.

JJP Electrical provides all your electrical needs, domestic, commercial, solar and air conditioning. Quality work and prompt friendly service.

2. Purpose, scope and users

The Integrated Management System Manual is applied to the processes and locations of JJP Electrical and demonstrates the capability of JJP Electrical to continuously provide products and services that address customers' and interested parties' requirements by aligning ourselves with the requirements of ISO 9001. It also serves to demonstrate the organization's commitment to reducing our impact on the environment according to ISO 14001, and to demonstrate the organization's commitment to occupational health and safety according to ISO 45001.

3. Leadership

3.1. Leadership and commitment

3.1.1. General

The management of JJP Electrical is taking accountability for the effectiveness of the IMS and providing resources to ensure that the **Quality Policy**, **Environmental Policy** and **OH&S Policy** are compatible with the strategic direction of the organization.

The management ensures that IMS requirements are integrated into JJP Electrical's business processes, and that the IMS is achieving the intended results.

The management communicates the importance of an effective IMS, promotes continual improvement, a process approach, risk-based thinking, environmental protection and supports relevant management roles to demonstrate leadership to their areas of responsibility.

3.1.2. Customer focus

The top management of JJP Electrical demonstrates leadership and commitment with respect to customer focus through ensuring:

- That customer, statutory and regulatory requirements are defined, understood, and consistently met
- The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed
- A focus on enhancing customer satisfaction is maintained

3.2. IMS Policies

JJP Electrical has defined the **Quality Policy**, **Environmental Policy** and the **OH&S Policy** as separate documents and made them available to employees and the public.

The policies represent the framework for planning and improving the IMS, and setting general and specific integrated management system objectives.

3.3. Organizational roles and responsibilities

Responsibilities and authorities for relevant roles are assigned by the management and communicated within JJP Electrical. The management assigns roles and responsibilities for ensuring that the IMS conforms to ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 and reporting on the performance of the IMS, including the quality, environmental and OH&S performances, to the management.

3.4. Consultation and participation of workers

The organization has an established process for consultation and participation of employees at all applicable levels and functions.

Our consultation with workers is by Toolbox Talks and safety briefings. The business takes into account, training, time, and resources necessary for effective consultation and participations of employees.

4. Planning

4.1. Actions to address risks and opportunities

4.1.1. General

While planning the IMS, JJP Electrical considers the goals of the organization, needs and expectations of interested parties, and the scope of the IMS.

JJP Electrical determines risks and opportunities related to the ability to give assurance that the IMS can achieve intended results, enhance desirable results, prevent or reduce undesired effects and can achieve continual improvement.

Risks and opportunities related to the Quality are addressed by the management of JJP Electrical in a timely manner.

4.1.2. Environmental aspects

JJP Electrical performs identification of environmental aspects within the scope of the IMS and evaluates their significance or potential significance. The process of identification of environmental aspects and evaluation of their impact provides identification of activities from all processes that can have a negative impact, including consideration of situations that deviate from normal business operations as well as cases of emergencies/accidents. Hazard identification and assessment of risks and opportunities

4.1.3. Compliance obligations

In accordance with the nature of its business activities, JJP Electrical complies with a certain number of requirements prescribed by legislators and other stakeholders, relating to environmental protection and OH&S.

4.2. IMS objectives and planning to achieve them

The IMS objectives are consistent with the Quality Policy, Environmental Policy and OH&S Policy and prescribed to all levels and functions in JJP Electrical, taking into account applicable requirements,

relevance to conformity of products and services, and enhancement of customer satisfaction, including significant environmental aspects, management and resource preservation, requirements arising from the process of internal and external communication, commitment to prevention of injuries and impairment of health, compliance with requirements of the law and regulations and continual improvement.

5. Resources

5.1. Resources

JJP Electrical determines and provides resources needed for establishment, implementation, maintenance, and continual improvement of the Integrated Management System.

5.2. Competence

JJP Electrical disposes the necessary staff with the needed knowledge and skills, organizational infrastructure, and financial resources for establishing, implementation, maintenance, and improvement of the IMS.

In cases where it is deemed necessary and justified, JJP Electrical will hire competent external personnel and organizations from relevant fields for realization of activities for which the organization does not have adequate resources.

Managers are responsible for identifying the needs and conducting professional training of employees who carry out activities that may have a significant impact on the quality of product, service, customer satisfaction, environmental performance, and occupational health and safety

Each organizational part manager /process owner is responsible for the suitable competency of his workers, on the basis of education, training, and/or work experience, in accordance with the requirements of their work.

Records of completed training are kept by JJP Electrical.

5.3. Awareness

JJP Electrical ensures that persons doing work under its control are aware of the Quality Policy, Environmental and OH&S Policies, relevant objectives, significant environmental aspects, OH&S hazards and their contribution to the effectiveness of the IMS, and implications of nonconformance with the IMS requirements.

5.4. Communication

JJP Electrical uses different forms and methods of internal and external communications, as well as communication to legislative and other interested parties.

6. Operation

6.1. Organizational planning and control

The Business Owner (PCBU) is responsible for planning and developing processes needed for product realization and sets the requirements for all workers.

6.2. Requirements for products and services

Communication with customers, the process of determining and reviewing the requirements related to product and services, changes to requirements for product and services and OH&S operational controls related to customers and visitors is performed by the business owner (PCBU).

6.3. Control of externally provided processes, products and services

By documenting an adequate method for evaluation and selection of suppliers including environmental and OH&S operational controls that providers must follow, JJP Electrical ensures that the delivered product is compliant with specified purchasing requests.

6.4. Production and service provision

JJP Electrical defines activities of planning and executing the product realization process under controlled conditions, in order to ensure full capability of the process and to prevent nonconformity occurrence. At the same time, all necessary resources for execution of these processes and environmental and related OH&S operational controls are provided according to internal procedures.

6.5. Release of products and services

The organization has implemented planned arrangements, at appropriate stages, to verify that the product and service requirements are met and customer requirements are satisfied.

6.6. Control of nonconforming outputs

The organization ensures that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

6.7. Emergency preparedness and response

JJP Electrical, in order to identify, prevent, and mitigate the negative impact on the environment and the risks regarding occupational health and safety, prescribes the activities and responsibilities when dealing with potential hazardous situations, while taking into account the probability of their occurrence and severity of environmental consequences that may occur.

Employees training for the prevention and remediation of hazardous situations are considered when defining the training programs and their implementation.

JJP Electrical maintains the proper equipment necessary for prevention and response in case of a hazardous situation.

7. Performance evaluation

7.1. Monitoring, measurement, analysis and evaluation

7.1.1. General

The business owner (PCBU) defines what will be monitored and measured, as well as the methods and timing for monitoring and measuring. Results of the monitoring and measuring will be evaluated at appropriate levels and functions in the organization and the top-level management will evaluate the performance of the IMS during the management review.

Activities of measurement of significant environmental and OH&S hazards aspects that are regulated and prescribed by legislation are carried out through external measuring, which, according to the monitoring plan, are carried out by an accredited person/business.

If equipment for internal monitoring and measurement is used, it will be calibrated, recorded and controlled according to manufacturers requirements.

7.1.2. Customer satisfaction

JJP Electrical monitors customers' satisfaction and is reviewed and addressed by the business owner as it occurs.

7.2. Management review

The business owner (PCBU) of JJP Electrical conducts regular reviews of the IMS, to confirm it meets the requirements of the business.

8. Improvement

8.1. General

JJP Electrical determines and selects opportunities for improvement and implements any necessary actions to meet customer requirements and enhance customer satisfaction.

These include:

- improving products and services to meet requirements, as well as to address future needs and expectations;
- correcting, preventing, or reducing undesired effects;
- improving the performance and effectiveness of the Integrated Management System.

8.2. Incident, nonconformity and corrective action

The business owner is responsible for investigation, recording, and analysis of incidents according to the *relevant legislation requirements*.

JJP Electrical handles nonconformities in order to control and correct them and deal with the consequences, according to the *Hazard and Risk levels*.

JJP Electrical has established a corrective action system to investigate and document the root cause and actions to correct supplier-, internal-, and customer-reported nonconformities. Corrective actions are assigned to a responsible individual.

8.3. Continual improvement

The organization considers the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities to be addressed as part of continual improvement.

Our Culture

