

**QUALITY MANAGEMENT SYSTEM**

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**ENVIRONMENTAL MANAGEMENT  
SYSTEM**

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**OCCUPATIONAL HEALTH AND SAFETY  
MANAGEMENT SYSTEM**

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**ENERGY MANAGEMENT SYSTEM**

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**MANUAL**

*Type Your Company Name*

*Street Address*

*City, State Zip*

*Here*

# INSERT COMPANY NAME/LOGO HERE

## Quality, Environmental, Health and Safety, and Energy Manual - SMS-009

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## Quality, Environmental, Health and Safety, and Energy Manual - SMS-009

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### Introduction to the Integrated System (IMS)

Your Company developed and implemented an integrated Quality, Environmental, Occupational Health and Safety Management System and Energy management system in order to document the company's best business practices, better satisfy the requirements and expectations of its customers, workers and other interested parties, enhance its quality, environmental, and energy performance, support and promote good health and safety practices and improve the overall management of the company. To fully understand the organization and its context, Your Company determined the external and internal issues that are relevant and that affect its ability to achieve the intended results of the integrated management system.

Your Company meets the requirements of the international standard ISO 9001:2015. The system addresses the design, development, production, installation, and servicing of the company's products.

Your Company meets the requirements of the international standard ISO 14001:2015. The system addresses the management of environmental aspects, compliance obligations, the actions to address risks and opportunities.

Your Company meets the requirements of the ISO 45001:2018 international standard. The system addresses the identification of workplace hazards and the management of the actions to address risks and opportunities.

Your Company meets the requirements of the international standard ISO 50001:2018. The system addresses the improvement in energy performance through the energy system.

The IMS incorporates the process approach where consistent and predictable results are achieved more effectively and efficiently when activities are understood and managed as interrelated processes. The management of the interactive processes provides for the achievement of continual improvement with focus on efforts leading to the prevention of undesirable outcomes and the incorporation of the Plan-Do-Check-Act continual improvement cycle.

The manual describes the IMS, delineates authorities, inter relationships and responsibilities of the personnel responsible for performing within the system. The manual also provides the documented information with procedures or references for all activities comprising an integrated system that ensures the compliance to the requirements of the standards.

This manual is used internally to guide the company's employees through the requirements of the ISO standards that must be met and maintained in order to control or influence the ways to provide quality goods and services, protect the environment, maintain safe and healthy workplaces, and to detail the necessary instructions that lead to continual improvement. The manual is used externally to introduce our IMS to our customers and other external organizations or interested parties. The manual is used to familiarize them with the controls that have been implemented and to assure them that it provides for a framework to meet the intended outcomes of the integrated management system.

The manual is approved by a top management representative

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## Quality, Environmental, Health and Safety, and Energy Manual - SMS-009

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### Section A Scope or the Integrated Management System

To determine and establish the scope of the Integrated Management System (IMS) **Your Company** determined the boundaries and applicability of the quality, environmental, health and safety, and energy systems and considered the external and internal issues, the requirements of the workers and other relevant interested parties, the activities, the processes, and the products and services that are within the company's control or influence and that can impact performance.

The scope is available and maintained as documented information, stating the products and services covered by the IMS.

#### Scope of the Quality, Environmental, OHS/MS, and EnMS.

**Your Company** applies all the requirements of ISO 9001:2015, ISO 14001:2015, ISO 45001:2018, and ISO 50001:2018 when they are applicable within the scope of the IMS.

As developed with procedure P-400 for Organizational context, include the scope of your IMS here: For example, if you are a manufacturer of toys, the scope may be:

The scope of the Quality, Environmental, Health and Safety and Energy Management System includes the major product and service categories associated with the primary functions of manufacturing wooden toys at the North Pole location and distributing the product to children of all ages.

Conformity to the international standards may only be claimed if the requirements determined as not being applicable do not affect the organization's ability or responsibility to meet requirements. If any requirement is not applicable at **Your Company**, justification for any instance where a requirement cannot be applied is documented.

As determined with procedure P-400, identify the requirement(s) that do not apply and document the justification here: For example, if you are a manufacturer of toys, a requirement that does not apply may be:

Clause 8.5.5 of ISO 9001 for post-delivery activities does not apply to the company. Customer feedback has shown that conformity to post-delivery services is achieved with the initial delivery.

### Section B References

- a. Normative reference
  - ISO 9000:2015 Quality Management Systems – Fundamentals and vocabulary.
  - There are no normative references for ISO 14001:2015, ISO 45001:2018, and ISO 50001:2018.
- b. Definitions. Applicable definitions are included in documented procedures and instructions at par 3.0 to enhance the understanding of the process.
- c. Applicable definitions are included in documented procedures and instructions at par 3.0 to enhance the understanding of the process.

**QMS – Risk Management Planning**

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**1.0 Purpose/Scope**

- 1.1 The purpose of this procedure is to establish the process for the planning of the actions to address the risks and opportunities at [Your Company](#).
- 1.2 The procedure applies to the planning activities and resources required to meet the intended outcomes of the Quality Management System (QMS) relative to risks and opportunities, and the quality objectives, as part of the integrated management system (IMS).

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**2.0 Responsibilities and Authorities**

- 2.1 The [IMS team leader](#) has the prime responsibility and approval authority for this procedure.
- 2.2 Additional responsibilities for the [IMS team leader](#) and the [IMS team](#) are detailed in relevant paragraphs of section 5.0 below.

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**3.0 References and Definitions**

- 3.1 This document addresses clauses 6.1, 6.2, and 6.3 of the ISO 9001:2015 standard, covering risks and opportunities, quality objectives, and planning for changes.

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**4.0 Resources**

- 4.1 None

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**5.0 Instructions**

- 5.1 The [IMS team](#) is responsible to determine the risks and opportunities related to the environmental aspects, the compliance obligations, other internal and external issues, the needs and expectations of interested parties, and the scope of the IMS as addressed with procedure P-400 for Organizational context.
- 5.1.1 The [IMS team](#) determines the risks and opportunities to give assurance that the IMS can achieve the intended outcomes.
- 5.1.2 Risk-Based-Thinking to continual improvement guidelines are provided in the Risk and opportunity worksheet form F-610-001 and outline project instructions that lead to the prevention, or reduction of undesired effects, and to achieving continual improvement
- 5.1.3 The main tools to manage and address risks and opportunities, significant environmental aspects, and compliance obligations as used in relevant paragraphs of section 5.0 are the forms:
- F-610-001 Risk management worksheet
  - F-810-002 Project planning worksheet
- 5.2 Risks and opportunities
- 5.2.1 The risks and opportunities are determined and addressed by the [IMS team](#) in order to ensure that the QMS can achieve its intended result(s), prevent or reduce undesired effects, and achieve continual improvement.
- 5.2.2 Actions to address the risks and opportunities are planned in order to

**EnMS-Operational Planning and Control**

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**1.0 Purpose/Scope**

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- 1.1 The purpose of this procedure is to establish the method for the operational planning and control of the processes required for the EnMS at [Your Company](#).
- 1.2 The procedure applies to the processes required to be implemented to meet the objectives of the EnMS relative to improvement in energy performance and in the EnMS, as part of the integrated management system (IMS)

**2.0 Responsibilities and Authorities**

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- 2.1 The [Operations manager](#) has the prime responsibility and approval authority for this procedure.
- 2.2 Additional responsibilities for the [Energy management team](#) are detailed in relevant paragraphs of section 5.0 below.

**3.0 References and Definitions**

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- 3.1 This document relates to clause 8.1 of the ISO 50001:2018 standard covering operational planning and control.

**4.0 Resources**

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- 4.1 None

**5.0 Instructions**

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- 5.1 In support of the planning procedure P-620 for energy objectives, targets and action plans, and P-630 for energy review, this procedure addresses operational planning and control.
  - 5.1.1 The [Energy management team](#) plans, implements, and controls the processes needed to meet EnMS requirements.
    - [Process flow diagrams, such as FD-620-001 that represent each step in the manufacturing or service process and include other relevant factors associated with the steps may be prepared to assist with the planning and implementation efforts.](#)
  - 5.1.2 The [Energy management team](#) implements both the actions identified to achieve energy objectives and targets and the processes related to the significant energy uses (SEUs).
  - 5.1.3 The main tools to manage and address energy objectives and SUEs are the worksheets:
    - F-620-004, Energy objectives planning record
    - F-620-005, Energy action plan
    - F-630-001, Energy assessment worksheet
    - F-660-001, Key characteristic energy data worksheet
  - 5.1.4 The [Energy management team](#) reviews the information as generated with the above activities to identify the operational controls needed for the processes and provides for:

**Risks, Threats and Opportunities Guidelines**

- The risks associated with threats and opportunities are determined and addressed in order to ensure that the IMS can achieve its intended outcomes, prevent, or reduce, undesired effects, and achieve continual improvement.
- With inputs from the **IMS team**, this risk and opportunity worksheet is prepared to identify the environmental aspects and associated environmental impacts of activities and situations that can be controlled or can be influenced.
- Significant environmental aspects can result in risk associated with either adverse environmental impacts (threats) or beneficial environmental impacts (opportunities).
- Actions to address the risks and opportunities relative to significant environmental aspects, compliance obligations, and environmental objectives are planned in order to integrate and implement them into the processes.
- The **IMS team** is responsible to identify remedial action, set priorities, and assign responsibility for corrective / improvement projects and / or environmental programs where risks, threats and opportunities need to be addressed.

**Project Leader:** \_\_\_\_\_ **Date assigned:** \_\_\_\_\_ **Date completed:** \_\_\_\_\_

**Project Team Members:** \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_

**\* Refer to the Initial EMS Review results on worksheet F-612-001 for Items that NEED ATTENTION.**

**\*\* Refer to attachment A-600-002 for guidelines on steps for identification of environmental aspects and impacts.**

**\*\*\* Where both Severity and Likelihood are high, the risk is significant, and the process Item requires remedial action.**

**\*\*\*\* Depending on the nature of the action to be taken, the form F-612-003 is used to manage the more complex environmental programs and the form F-1020-001 is used to initiate the simpler corrective / improvement projects.**

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**Risk Management – Risk and Opportunity - Worksheet**

**Form F-612-002**

Item Needing Attention	What is present or could be introduced as a risk?	Description of Risk	Risk Assessment			Does a next step in process eliminate the risk?	What controls exist to address the risk?	Is the Process Step at Risk?	If YES, Initiate Remedial Action
			1 = Severity	2 = Likelihood	3 = Significance				
*	** Aspect	---	*** Impact			---	---	Threat	Opportunity
---	---	----	1	2	3	Justifications	Yes / No	***	



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F-615-004

## OH&S Program Planning Worksheet

ACTION PLAN & TIMING CHART - DEVELOPMENT OF OH&S PROGRAM													
COMMITMENT and POLICY		PLANNING						PROCESS					
OH&S Policy Commitment 1													
		Objective 1											
		Target 1											
		OH&S Program 1											
Date started:		Action											
<b>Project Name:</b>		<b>Project Leader:</b>						<b>Review and Follow up Dates:</b>					
Description / Major Tasks / Timing Chart													
Timing													
Current Months		1	2	3	4	5	6	7	8	9	10	11	12
P-PLAN	Confirm project funding & resources												
	Identify project leader												
D-DO	Select required equipment												
	Purchase, install equipment												
	Try out & test process												
C-CHECK	Identify operational controls -												
	<a href="#">Work Instructions</a> -												
	Review program - monthly												

SAMPLE

**ENERGY POLICY**

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**ENERGY OBJECTIVE**

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**STRATEGIC DIRECTION**

**VISION**

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**MISSION**

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**GOALS**

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**Top Management Approvals:**

Title: ----- Name -----, Date -----

Title: ----- Name -----, Date -----

Title: ----- Name -----, Date -----

Title: ----- Name -----, Date -----

Title: ----- Name -----, Date -----

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## ENERGY POLICY

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*YOUR COMPANY's Energy Policy is to protect, utilize, manage, and conserve our energy resources in order to continually improve our energy performance and our energy management system.*

*As an energy intense manufacturer of toys, YOUR COMPANY strives to reduce its energy consumption and costs and promote the long-term economic sustainability of its operations.*

*We are committed to:*

- Reduce energy use per unit of production by 20% in 5 years in our manufacturing operations*
- Ensure continual improvement in our energy performance*
- Deploy information and resources to achieve our objectives and targets*
- Uphold legal and other requirements regarding energy*
- Consider energy performance improvements in design and modification of our facilities, equipment, systems and processes*
- Effectively procure and utilize energy-efficient products and services*

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## ENERGY OBJECTIVE

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- By continually improving the Energy Management System, YOUR COMPANY is committed to satisfying any interested party with excellence in energy performance that comply consistently with current legislation and regulations, at the best possible cost and delivered on a timely basis.*

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## STRATEGIC DIRECTION

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- The mission of YOUR COMPANY is to be a low-cost, profitable, provider of toy systems for children of all ages. We support the conversion of natural resources into competitive and innovative quality products for customers while conserving energy and creating a positive long-term social, cultural, and economic benefit for the region and its people, employees, customers, suppliers and stakeholders.*
- YOUR COMPANY shares with the community important responsibilities toward the conservation of energy where we live and work. We endorse the responsible stewardship of resources where energy impacts air, land, and water. Responsible stewardship, combined with a continual improvement process, makes possible sustained economic development and an improved quality of life.*

***We believe that "IT IS EVERYONE'S JOB TO CONSERVE ENERGY"***

President: \_\_\_\_\_

Date: \_\_\_\_\_