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INTRODUCTION

Incorporation

Incorporated under the Sibu Water Board Order, 1959 made under Section 19 of the Water Supply Ordinance 1959 (Cap. 141) and reincorporated under the Sibu Water Board Order, 1995 made under Section 19 of the Water Ordinance 1994 when the Water Supply Ordinance 1959 was repealed.

Objectives of the Board

A corporate body established by the Yang DiPertuan Negeri as the water authority to administer, manage and supervise all water works situated within the area specified below.

Commencing from a Trig point numbered TT352 at the Sibu/Kanowit District Boundary on the true left bank of Batang Rajang about 1300 meters from East of Sg. Pak; thence on a South/Westerly direction following the Sibu/Kanowit District Boundary until it reaches Trig Marked N134 on the common Divisional Boundary of Sibu/Sarikei Divisional Boundary on a West/Northerly direction until it reaches the confluence of Loba Singat at Batang Lassa; thence on bearing 90 degree for a distance of 46 Km to reach a point at 'A' on the common District Boundary of Sibu/Dalat; thence following direction for a distance of approximately 45 Km; thence following the existing Sibu/Kanowit District Boundary of a Southerly direction for a distance of approximately 10 Km to reach the Trig marked TT352, being the point of commencement.

Organization

The Board's organization is made up of Board Members and the Management. The Board's members is headed by the Permanent Secretary, Ministry of Public Utilities with its members the Sibu Divisional Medical Officer, Sibu Resident, Representatives from the State Financial Secretary Office, Asst. Director of Water Supply, JKR Sarawak and six (6) appointed members by the Ministry of Public Utilities.

The Management team comprises the Chief Executive Officer who is the General Manager, Deputy General Manager, Secretary/Accountant, Section Heads and Technical Sub-Section Heads as per Appendix II. The Board has staff strength of 187.

CORPORATE DATA

Address	:	Lembaga Air Sibu KM5, Jalan Salim 96000, Sibu, Sarawak
Telephone	:	084 – 211001
Fax	:	084 – 211543
Email	:	swbs@swb.gov.my
Website	:	www.swb.gov.my

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PRINCIPAL ACTIVITIES

Pursuant to Section 18(3) – (4) of the Water Ordinance 1994, the general functions of the Board as a Water authority are:

- Having the custody, management and administration of water works and the water therein and manage the supply and distribution of such water under its supply area subjected to the general control and supervision of the State Water Authority.
- To supply water to the consumers within the limits of the approved area of supply subjected to the provision of the Water Ordinance 1994 and any regulations made thereunder.

ABOUT THE INTEGRATED MANAGEMENT SYSTEM (IMS) POLICY MANUAL

The IMS Documentation of Sibu Water Board (SWB) was prepared by the relevant personnel, reviewed by the Section Heads, verified by the Management Representatives for Quality, Environment and Occupational Health & Safety and authorized by the General Manager.

The IMS Documentation covers all the activities of SWB in the form of a IMS Policy Manual, IMS Procedures, Guides, Management Programs, Standards, Work Instructions, Schedules and Registers.

The IMS Documentation is placed in the main server of the SWB operating system. All personnel shall have accessibility to these documents. The IMS Representative shall maintain only one master copy of the IMS Documentation, as a printed copy and this document shall be stamped as ‘Master Copy’. Other printed copies are considered ‘uncontrolled copy’. The Quality Typist as per the IMS Procedure, Control of Documents, shall handle document Change.

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IMS POLICIES OF SIBU WATER BOARD

1.0 Vision

- Towards World Class in supplying potable water to the Central Region of Sarawak.

2.0 Mission

- The provision of safe, reliable and competitively priced water supply at the highest attainable standards in Quality and Service.

3.0 Goals

- According and in conformity to our Vision and Mission, SWB will strive to attain the following Goals:
 - To build itself into a highly efficient, dynamic and innovative organization, totally sensitive and responsive to the needs of its customers.
 - To supply quality water at the lowest affordable cost to our customers.
 - To provide our customers with the best value quality service.
 - To develop and maintain a competent, highly motivated, result-oriented organization, founded on a culture of team work, all working in a spirit of cooperation and harmony.
 - To be a valued member of the community that we serve.

4.0 Clients Charter

- New water supply application shall be processed within five (5) working days upon submission of all relevant documents.
- New water meter connection and installation of communication pipe shall be carried out within four (4) working days after payment of fees and inspection of the internal plumbing.
- Inspection of internal plumbing shall be carried out within two (2) working days upon receipt of the pipe fitter's notification.
- All water bill queries shall be addressed within one (1) hour.
- Disconnected water meter due to non-payment shall be reconnected within 24 hours after the payment of arrears and reconnection fee.
- Deposit will be refunded by cheque to customer within two (2) weeks upon receipt of the notice of termination of water supply.
- The customer shall be informed of the major scheduled water interruption at least one (1) day prior to the interruption.
- Water shall be supplied to customer by water tanker not later than three (3) hours, upon receipt of request, if unscheduled interruption of water supply occurs.
- Action shall be taken within one (1) day to restore water supply upon receipt of complaint of pipe burst/leakage.
- Feedback for approval of application for reticulation plans and internal plumbing system will be given within six (6) days after receipt of the application.
- Payment will be made within two (2) weeks upon receipt of goods and invoices from suppliers.
- Meter reading and delivery of water bills will be done according to schedule.

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5.0 IMS Policy

SWB maintains an Integrated Management System to improve its Quality, Environment and Occupational Health & Safety activities. In view of this, the Senior Management of SWB has defined the policies for Quality, Environment and Occupational Health & Safety and it is defined below:-

5.1 Quality Policy

Sibu Water Board shall ensure the water supplied to customers is safe, reliable and competitively priced at the highest attainable standards in Quality and Service.

Within the framework of our **Quality Management System (QMS)** we commit to:

- (1) Supply quality water at the lowest affordable cost to our customers.
- (2) Ensure that the services/ product quality provided meets the customers requirements and expectations.
- (3) Adhere to the requirement of Quality Management System (QMS) ISO 9001: 2000.
- (4) Continually enhance and improve the Quality Management System to ensure that it is appropriate and effective for helping us to achieve our QMS goals & objectives.
- (5) *Educate and train all level of employees towards quality improvement and the awareness of QMS.*
- (5) Eliminate barriers between section to improve communication and teamwork.
- (7) Provide sufficient resources to ensure the organization performs effectively and efficiently.
- (8) Ensure that the product quality meets the customer's specifications.

5.2 Environmental Policy

Sibu Water Board is committed to establish, maintain and continually improve its Environmental Management System which includes reduction of chemical wastage, prevention of pollution, minimize the adverse impact to environment and compliance with all relevant federal, state and local environment legislation and regulations. To sustain this commitment, the requirement of the Environmental Management System described in this manual applies to all activities, equipment and material. The Environmental Management Representative (EMR) with the assistance of the Environmental Committee will propose annual targets and objectives to be approved by the Steering Committee.

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In order to effectively implement the Environmental Management Representative may delegate or authorize some of this authority downward through the organization. Creation of awareness and inculcation of spirit of responsibilities among staff and other related parties for maintaining environment friendliness.

5.3 Occupational Health & Safety Policy

It is the policy of the Board that in the production and distribution of potable water and provision of services to our customers, proper care will be taken to provide and maintain the healthy and safe environment for all.

It is our policy to manage our activities so as to avoid causing unnecessary or unacceptable risk to the health and safety of employees and customers and any member of the public who may be affected by our operations. This policy means that we will conform to the applicable legislation, appropriate codes of practice, other requirements and will take any additional measures considered necessary. We will make our knowledge and expertise available to the relevant persons and authorities.

To achieve the Health and Safety Policy, we shall:-

- (1) Provide a healthy and safe working environment for ourselves and our staffs in the respective work places.
- (2) Be accountable for healthy and safe matters in our areas of responsibility and to act accordingly to prevent harm to customer and public.
- (3) Take practicable measures to reduce accidents or minimize the effect of any accident should it occur.
- (4) Provide information, training and support to our staffs, business partners and customers in the safe handling of hazardous chemical material for normal use as well as during emergency situations.
- (5) Continually improve the systems and processes to ensure that our activities comply with all statutory requirements and the Occupational Health & Safety and Environmental Standards.

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The policy in respect of followings:-

- (1) Quality Objectives – Capital Works Planning
- (2) Quality Objectives – Production
- (3) Quality Objectives – Customer Service
- (4) Quality Objectives – Distribution
- (5) Quality Objectives – Finance & Information System
- (6) Quality Objectives – Human Resource Administration
- (7) Quality Objectives – Mechanical & Electrical (M&E)

The policy as per attached in Appendix 3.

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SCOPE OF REGISTRATION

Sibu Water Board is seeking registration for its Integrated Management System which covers QMS ISO 9001:2000, EMS ISO 14001:2004 and OHSAS 18001:1999. The entire operations of SWB including all support functions are covered in the scope of registration.

The Boards functions are production of water, customer service, distribution and revenue collection; including all support functions of human resource, financial information system and capital works development management and administration.

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SECTION ONE

This section addresses

- (a) ISO 9001:2000 - Clause 4, Quality Management System
- (b) ISO 14001:2004 - Clause 4.4.4, Environmental Management System Documentation
 - Clause 4.4.5, Control of Documents
 - Clause 4.5.4, Records
- (c) OHSAS 18001:1999 - Clause 4.4.4, Documentation
 - Clause 4.4.5, Document and Data Control
 - Clause 4.5.3, Records and Records Management

4.0 Quality Management System (IMS)

4.1 General Requirement

SWB has developed and implemented an IMS to better satisfy the needs of its client and to improve management of the Board. The IMS complies with the International Standards ISO 9001:2000, ISO 14001:2004 and OHSAS 18001:1999 specifications. The system covers the entire operations of the Board including environmental and OH&S management.

The manual is divided into seven (7) main sections corresponding to the requirements of the IMS. Each section is further divided into the required elements. The ISO 9001:2000 standard is used as the basis for the whole documentation system. Thus, should the same requirement appear in the ISO 14001:2004 and OHSAS 18001:1999 specifications, it shall be made referenced to the respective part of the manual, which addresses the requirement of ISO 9001:2000 standard.

Each section states the general policy statement expressing the commitment to implement the basic principles of the IMS element that is the subject of the section and provide reference to the applicable operational procedures and guides.

The purpose of this manual is to define and describe the IMS, to define the authorities and responsibilities of the management personnel affected by the system, and to provide general procedures for all activities comprising the IMS.

Refer to *Appendix One*, which is a matrix that illustrates the similarities and the differences between the standards/specifications (i.e. ISO 9001:2000, ISO 14001:2004 & OHSAS 18001:1999).

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In developing the IMS, SWB has taken into consideration:

QUALITY REQUIREMENTS

- the processes that are directly and indirectly involved in the production of potable water.
- the sequence and where applicable the interaction of the processes (Appendix 5).
- the criteria and methods involved in checking the process to ensure conformance to specification and satisfaction of the customer.
- the fact that involved personnel are provided with the information required to carry out the operation and monitoring of these processes.
- the establishment of documented method for continues monitoring, measuring and analysis of the main processes.
- the fact that all the planned action are effectively implement to achieve desired results in accordance with the requirements of ISO 9001: 2000.

EMS Requirements

The organization has established and maintains an environmental management system that meets the requirements of ISO 14001:2004

Occupational Health & Safety Requirements

The organization has established and maintains an OH&S management system that meets the requirements of OHSAS 18001:1999.

4.2 Documentation Requirements

4.2.1 General

SWB maintains a documented IMS designed and implemented to fulfill ISO 9001:2000, ISO 14001:2004 and OHSAS 18001:1999 requirements. The purpose of this IMS is to ensure that :

- the production and delivery of potable water is planned and performed in a well-defined and controlled environment.
- the aspects of the organization activities that interact with the environment is identified and the significant aspects are controlled and reduced.

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- OH & S risks are identified and controlled.

IMS Documentation

The IMS system is defined in the IMS manual, operational procedures, guides, management programs, work instructions and standards.

These documents collectively define the IMS that complies with ISO 9000:2001, ISO 14001:2004 and OHSAS 18001:1999. Operational Procedure, Control of Documents explain the purpose and methods for controlling these documents.

IMS Implementation

All personnel who manage, perform, and verify work-affecting quality; the environment and Health & safety are responsible for implementing the IMS. The respective Management Representatives are responsible for coordinating, monitoring, and auditing the system.

The effective Implementation of the IMS is assessed regularly by way of internal and external audits and management reviews.

4.2.2 Quality Manual (IMS Policy Manual)

All IMS related policies are documented in this IMS Policy Manual. All procedures relevant to the policies are made reference to appropriately at the end of each section of this manual.

4.2.3 Control of Documents

The purpose and scope of IMS documents are defined. All documents are reviewed and approved before issue. All IMS Documentation is available for reference in the Organization's Intranet.

Document Changes are reviewed and authorized by the same function that issued the original document. Relevant personnel are informed of the changes via email by the IMR. The IMR maintains a master list specifying the latest issue and revisions of its documents.

4.2.4 Control of Records

IMS records demonstrate achievement of required products quality and effective operation of the IMS. Records are identified, indexed, and stored in a suitable environment to minimized deterioration. The Section that is responsible for their establishment normally stores the records. Retention periods for IMS records are defined.

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Related Procedures

[P 1001](#)

[P 1004](#)

- Control of Documents
- Control of Records

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SECTION TWO

This section addresses

- | | | | |
|-----|------------------|---|--|
| (a) | ISO 9001:2000 | - | Clause 5, Management Responsibility |
| (b) | ISO 14001:2004 | - | Clause 4.2, Environmental Policy |
| | | - | Clause 4.4.1, Resources, Roles, Responsibility & Authority |
| | | - | Clause 4.4.3, Communication |
| | | - | Clause 4.6, Management Review |
| (c) | OHSAS 18001:1999 | - | Clause 4.2, OH&S Policy |
| | | - | Clause 4.4.1, Structure & Responsibility |
| | | - | Clause 4.4.3, Consultation and Communication |
| | | - | Clause 4.6, Management Review |

5.0 Management Responsibility

5.1 Management Commitment

The top management is ultimately responsible for establishing, implementing, and maintaining the IMS. Specific responsibilities comprise: formulating the IMS policy; defining the organizational structure; assigning authorities and responsibilities; setting and ensuring IMS objectives are achieved; appointing the IMR and Management Representatives for Quality, EMS and OH&S; periodically reviewing the IMS; and making available the resources and personnel necessary to maintain the IMS.

5.2 Customer Focus

Procedures have been developed and implemented to ensure that SWB fully understands the requirements of customers and that these requirements are fulfilled in order to achieve customer satisfaction. Refer to section 7.2.1 and 8.2.1 of the IMS Manual.

5.3 Quality Policy (IMS Policy)

SWB top management has developed an IMS policy, which shall ensure that the organization is able to continually meet customer expectation. The policy states:

1. the quality requirements that has to be met,
2. the organization's commitment to environmental management and
3. the organization's commitment to improving the health & safety performance.

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This policy has been formulated by the IMS Steering Committee of SWB and approved by the General Manager. The policy is explained and discussed at the specific Induction Course given to all new employees. The policy is also posted in conspicuous locations throughout the organization.

It is a mandatory requirement for all staff to familiarize themselves with the requirements of the policy and at all times adhere to it.

The IMS Policy shall be reviewed periodically (at least once a year) to ensure continuing suitability.

The IMS Policy can be found at the front of this manual.

5.4 Planning

5.4.1 Quality Objectives

SWB steering committee shall establish Quality Objectives for the respective Section or any relevant functions and levels. Sectional objectives are reviewed on a yearly basis. Where set targets are not met immediate corrective action is initiated. Refer to procedure, Corrective and Preventive Action.

Individual performance objectives are set and review during the annual Individual Performance Review. Each Head of Sections is responsible for conducting the review with the concerned staff.

5.4.2 Quality Management System Planning

It is the responsibility of top management and the IMS steering committee to ensure that the planning of the Quality related operations is carried out to ensure that it meet the requirements of ISO 9001:2000, and the integrity of the IMS is not comprised when changes are made these changes are systematically planned and implemented.

5.5 Responsibility, Authority and Communication

5.5.1 Responsibility and Authority

Interrelation of personnel who manage, perform, and verify work affecting IMS is defined in the organizational chart, refer to Appendix 2. Job descriptions are available for all position within the organization, refer to Fail Meja.

All sections and functions in the organization are responsible for implementing, maintaining, and supporting the IMS.

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Following specific responsibilities are assigned:

A. General Manager

The General Manager has the following main responsibilities within the IMS:-

1. Defining organization policies and objectives in conjunction with the Top Management Team.
2. Motivation of personnel to achieve organization IMS objectives.
3. Ensuring that adequate resources are available to achieve IMS objectives.
4. Ensuring that responsibilities for the IMS are defined and delegated to all personnel.
5. Ensuring that the organization IMS is regularly reviewed.
6. Ensuring prompt attention is given to all feedback for improvement.
7. Chairs management reviews of the IMS.
8. Reviews and approves significant environmental aspects, and environmental objectives and targets
9. Reviews and approves significant risks assessment, and OH&S objectives and targets

B. Quality Management Representative (QMR) Responsibilities

In SWB, the JA (CSD) is the IMS Representative. The IMS Representative is responsible for the IMS i.e. ISO 9001:2000, EMS 14001:2004 & OHSAS 18001:1999. The IMS Representative shall be assisted by:

Quality

Quality Officer - AK

QMR - PT(P)

Environment

Environmental Officer - JA(CWP)

EMR - PT(SB)

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OH & S

OH & S Officer - JE

OH & S MR - PP

These officers shall report directly to the IMR with regards to the IMS performance. The three IMS Management Representatives have the following main responsibilities:-

IMR Responsibilities

1. Co-ordination of the Organization IMS as the designated Management Representative and ensuring that it complies with ISO 9001: 2000, ISO 14001: 2004 & OHSAS 18001:1999 as a minimum.
2. Ensuring that records are maintained which demonstrate compliance with ISO 9001:2000, EMS 14001:2004 & OHSAS 18001:1999.
3. Ensuring that all personnel performing are adequately trained and has access to suitable equipment.
4. Maintenance of a system for the evaluation of suppliers.
5. Identification and evaluation of quality problems and provisions of effective solutions to prevent recurrence in liaison with the Section Heads to ensure compliance with good management practices.
6. Evaluation of quality problems in liaison with the Section Heads to provide cost effective solutions.
7. Carrying out Internal Audit of the IMS.
8. Implements measures to motivate personnel to improve their work performance and support the IMS.
9. Advises the Procurement Unit on the selection of the qualified suppliers who can meet quality and environmental requirements.
10. Communicates with external interested parties.
11. Initiates corrective and preventive actions.
12. Coordinates maintenance of IMS records.

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13. Reports to the top management on the performance and effectiveness of the IMS (management reviews)

The respective MRs shall assist the IMR on the above responsibilities.

Quality Management Representative

1. Identifies environmental aspects in processes and related operations
2. Optimizes processes to minimize waste generation, and energy consumption.
3. Implements and maintains operational controls, including work instructions and training, for activities associated with significant environmental aspects
4. Implements management programs for achieving environmental objectives and targets
5. Manages and controls materials and wastes
6. Coordinates identification of environmental aspects, evaluation of significance of environmental aspects, and establishment of environmental objectives and targets
7. Coordinates establishment and implementation of management programs to achieve objectives and targets
8. Identifies legal, regulatory, and other requirements
9. Develops and implements emergency preparedness and response plans
10. Monitors environmental performance with respect to significant environmental aspects and regulatory requirements

The Environmental Officer shall assist the EMS Management Representative on the above responsibilities.

EMS Management Representative

1. Identifies environmental aspects in processes and related operations
2. Optimizes processes to minimize waste generation, and energy consumption.

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3. Implements and maintains operational controls, including work instructions and training, for activities associated with significant environmental aspects
4. Implements management programs for achieving environmental objectives and targets
5. Manages and controls materials and wastes
6. Coordinates identification of environmental aspects, evaluation of significance of environmental aspects, and establishment of environmental objectives and targets
7. Coordinates establishment and implementation of management programs to achieve objectives and targets
8. Identifies legal, regulatory, and other requirements
9. Develops and implements emergency preparedness and response plans
10. Monitors environmental performance with respect to significant environmental aspects and regulatory requirements

The Environmental Officer shall assist the EMS Management Representative on the above responsibilities.

OH & S Management Representative

1. Identifies OH&S risk in processes and related operations
2. Manages processes to minimize risks.
3. Implements and maintains operational controls, including work instructions and training, for activities associated with identified hazards and associated risks.
4. Implements management programs for achieving OH&S objectives and targets
5. Defines personnel qualification requirements for functions and positions associated with OH&S
6. Coordinates identification of hazards, evaluation of significance of risks, and establishment of OH&S objectives and targets
7. Coordinates establishment and implementation of management programs to achieve objectives and targets

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8. Identifies legal, regulatory, and other requirements
9. Develops and implements emergency preparedness and response plans
10. Monitors OH&S performance with respect to significant risks and regulatory requirement.

The OH&S Officer shall assist the OH&S Management Representative on the above responsibilities.

C. SECTION HEADS / TOP MANAGEMENT

The Section Heads report to the General Manager and have the following main responsibilities for quality:

1. Planning of jobs to ensure that delivery promises are met.
2. Allocation of jobs to suitably trained or qualified personnel.
3. Ensuring that nonconforming material is segregated and disposed off properly.
4. Monitoring of management output to ensure that product and services conform to customer/company requirements.
5. Ensuring adequately maintained equipment.
6. Provision of adequately maintained equipment.
7. Purchase of services, material and sub-contracted services in consultation with the General Manager.
8. Evaluate potential supplier / Subcontractor for their respective functions and obtain approval of General Manager for usage of services / purchase of material.
9. Providing the necessary guidance to all subordinates for the accomplishment of their day-to-day tasks.
10. Ensuring the requirements of the ISO 9001: 2000 are captured in the relevant departmental activities.
11. Proposing any amendment/change to the Quality Manual and Quality Procedures.
12. Implementing environmental and OH&S responsibilities as documented in this IMS Manual.

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D. All Other Personnel

1. Shall ensure that all work performance is in accordance to established procedures and instructions.
2. Shall ensure that work performance meets established code of practices and quality requirements.
3. Shall bring to the attention of the relevant personnel any discrepancies observed during the routine execution of their tasks.
4. Shall prevent defective products or work from being passed to the next person or section in the organization.
5. Implementing environmental and OH&S responsibilities as documented in this IMS Manual

5.5.2 Management Representative

SWB appoints the JA(CSD) as the IMS Representative. The Representative has the authority and responsibility to ensure that the IMS is implemented, maintained and continually improved, and that the system complies with the requirements of ISO 9001:2000, EMS 14001:2004 and OHSAS 18001:1999.

The IMR has the responsibility and authority to interface and deal with Clients and ISO 9001:2000, EMS 14001:2004 and OHSAS 18001:1999 Certification Authorities in matters pertaining to the IMS.

The Environmental Officer, the EMR, the OH&S Officer and the OH&S MR report to the IMR with regards to the performance of the respective standards. The IMS Representative shall communicate all information pertaining to the IMS system to the top management. The IMR shall ensure the respective appointed personnel demonstrate their commitment to the continual improvement of the IMS performance.

5.5.3 Internal Communication

All Section Heads are responsible for the timely communication of Board's policies and objectives for staff under their management. Method of communication is dependent on the information that needs to be delivered. Standard communication methods often employed include meetings, memos and internal e-mail.

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The IMR shall be responsible for communicating any information regarding the implementation and effectiveness of the IMS to the staff.

The organization shall consult and involve employees:

- in the development & review of the policies and procedures to manage risks
- consult where there are changes that affect workplace health and safety
- represented on health and safety matters
- informed as to who is their OH&S representative

SWB has a functioning OH&S/Safety Committee whose members are made up of representatives from the employees. Any OH&S related issues are channeled through this committee.

EXTERNAL COMMUNICATION

All incoming external communication regarding environmental issues is forwarded to the EMS Management Representative and the Environmental Officer and is recorded in the External Communication Log.

EMS Management representative reviews the incoming communication and determines which other functions should be informed or involved, what response should be given to the originator (if any), and whether any internal actions should be considered to address issues raised in the communication. The first management review of the IMS considers whether information on significant environmental aspects should or should not be communicated externally. The decision is recorded in the minutes of this first review.

5.6 Management Review

5.6.1 General

Management review meetings are conducted at least once a year. The purpose of the reviews is to assess the effectiveness and continuing suitability of the IMS. The IMR is responsible for scheduling and conducting the reviews. Conclusions of the reviews are recorded. Detailed rules for scheduling, conducting, and recording management reviews are provided in Procedure P1002, Management Review.

The records pertaining to management reviews are maintained.

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5.6.2 Review Input

At a minimum the following areas are considered during the review:

1. The results of internal audits including the extent of inadequacies and nonconformities arising and progress in resolving them.
2. Customer complaints and service feedback.
3. Performance of suppliers in respect of quality and service.
4. Status of preventive and corrective action carried out.
5. Follow up actions from earlier management review.
6. Any other factors which may affect the IMS.
7. Environmental aspects and their significance
8. Environmental objectives, targets, and management programs
9. Environmental performance and compliance
10. OH&S impact and their significance
11. OH&S objectives, targets, and management programs
12. OH&S performance and compliance
13. Views of interested parties
14. Corrective and preventive actions
15. Continuous improvement
16. Effectiveness of the Quality, Environmental & OHSAS policy

5.6.3 Review Output

Reviews are conducted to a formal agenda and the results from each action are recorded.

Where changes to the IMS are necessary and action plan is generated defining timescales, actions, responsibilities resources etc. This may be in the form of action recorded in the management review meeting records.

Results and conclusions of management reviews are documented.

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Related Procedures

- [P 1002](#) - Management Review
- [P 1105](#) - Internal Communication
- [P 1106](#) - External Communication
- [P 1012](#) - Preparation of Annual Budget

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RESOURCE MANAGEMENT

This section addresses

- (a) ISO 9001:2000 - Clause 6, Resource Management
- (b) ISO 14001:2004 - Clause 4.4.2, Competence, Training and Awareness
- (c) OHSAS 18001:1999 - Clause 4.4.2, Training, Awareness and Competence

6.0 Resource Management

6.1 Provision of Resources

The Section Heads shall ensure that all staff engaged in IMS related activities posses the necessary competence (training, education, experience) before they are assigned tasks.

6.2 Human Resources

6.2.1 General

SWB shall identify the personnel training needs and provides the required training. Personnel assigned to perform specific tasks; operations and processes are qualified on the basis of appropriate education, experience, or training. Record of personnel qualification and training are maintained. Effectiveness of training is periodically evaluated.

6.2.2 Competence, Awareness and Training

Human Resource & Administration Section is responsible for identifying training needs for the organization wide programs, such as: specific induction course, rules and regulation, IMS and other necessary courses.

Immediate Supervisors are responsible for identifying training needs in their Sections and for establishing organizational training programs. Organizational training is primarily focused on increasing the level of skills in operating equipment and processes, conducting inspections and testing, using analytical and statistical techniques, etc.

In addition, training needs are often identified in the framework of the corrective and preventive action system. Often times, Corrective Action Requests identify inadequate training as the root cause for the considered problem.

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In addition to this, SWB shall identify training needs and provides environmental awareness and OH&S training to all personnel. Competence training is provided to personnel whose work may create a significant environmental impact or OH&S risk. All training is recorded.

The Environmental/ OH&S Awareness Program comprises EMS/OH&S specific induction course; communication of IMS policy and other information about the EMS/OH&S (Notice Board); distribution, and instruction in the use of procedures, guides and work instructions; and training in emergency response.

Environmental/ OH&S competence and skill training is provided for those groups of personnel whose work can cause a significant environmental impact/ OH&S risks.

Training records are established for all types of training. Records are established and maintained by the Human Resource & Administration Section.

Training Committee review their training programs annually to evaluate effectiveness of each type of training provided. Evaluation results are recorded in the Training Evaluation Report.

Concurrent with evaluating effectiveness of training provided in the past, Section Heads determine training needs and establish training programs for the coming year.

6.3 Infrastructure

The Section Heads in consultation with relevant staff shall be responsible for ensuring that the required facilities such as:

- Adequate work space
- Equipment and
- Any other supporting services

to achieve conformity to product/ service requirements is made available.

6.4 Work Environment

The respective Section Heads are responsible for ensuring that the work environment is conducive for the nature of the work that is being carried out. A conducive work environment includes ensuring environmental conditions where necessary, workspace, noise, temperature and any other conditions peculiar to the particular work area.

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The environment in the office is controlled through maintaining general cleanliness in the areas, and through adequate ventilation, and air conditioning as required.

The organization is committed to practice the '5S'.

Every Section is responsible for housekeeping in their areas as per the organizations defined 5S Policies and Objectives. Contract staff is engaged to maintain the cleanliness of premises. This includes removal of trash and scrap; periodical cleaning of floors, workstations and equipment. Cleanliness of premises is included in the scope of internal audits of the IMS.

Related Procedures

- [P 5110](#) - Staff Training
- [P 5201](#) - Maintenance Of Premises
- [P 5101](#) - New Staff(s) Recruitment

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SECTION FOUR

This section addresses

ISO 9001:2000 – Clause 7, Product Realization

7.0 Product Realization

7.1 Planning of Product Realization

SWB shall plan and develop all process needed for product/service realization. In order to ensure these planning and development activities are carried out in and has:

1. Procedures that ensure SWB control all activities, which directly affect our product/ services.
2. Procedures to ensure that all personnel who carry out work that effect the quality of our product have either necessary training or education / experience to carry out their functions in an effective manner.
3. Procedures to ensure that all ‘measuring equipment’ is identified and calibrated so that they provide accurate measurements.
4. Procedures to ensure that all equipment are maintained so that output from this equipment meets the requirement of SWB customers.
5. Procedures to ensure suitable health and safety working environment.
6. The output of this planning process is documented in operational procedures.

7.2 Customer Related Processes

7.2.1 Determination of requirements related to the product.

The Customer Service Section is responsible for receiving and processing all customer application.

7.2.2 Review of Requirements Related To The Product

Any changes to agreement with the customer are reviewed by the relevant Sections. Changes to agreements are communicated to all functions within the organization that may be effected by the change of customer requirements.

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Contract reviews are recorded. All the relevant records that are maintained as per procedure, P1004 Control of Records.

7.2.3 Customer Communication

The Customer Service personnel are responsible for direct communication between SWB and the customer.

Communication pertaining to:-

- a) Product/ service Information
- b) Inquiries, Contract or Proposal or Instruction Handling.
- c) Customer feedback, Incoming Customer Complaint shall be handled by the relevant sections.

The Customer Service Section is responsible for receiving and processing customer/ client complaints. All received complaints are recorded in the Customer Complaints Log.

Customer complaints are classified into categories to allow for better tracking of trends and evaluating improvement in specific areas. Every complaint is evaluated and, when relevant, is communicated to the function concerned. The responsible section, and Customer Service Section decide how to respond to the customer and, when appropriate, what actions should be requested internally to improve customer satisfaction.

Procedure P 3103 Customer Service provide specific instructions how to process customer complaints.

7.3 Design and Development

The production and distribution of potable water adheres to the National Drinking Water Quality Guidelines and Standards of Design & Criteria for Water Supply System. Most designs for new developments are either out-source or done internally. The out-source of products & services are controlled and monitored.

7.4 Purchasing

7.4.1 Purchasing Process

In the course of SWB operations, there is a need for the purchase of external service and products that are used in the processes, as such SWB has to ensure that all purchased products / services are purchased from

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reliable supplier meet our specification and is in accordance with established procedures.

Certain activities will be outsourced i.e. term contract for dredging, main & communication pipe renewal, minor civil work either in contracts, work orders, services or purchases. These shall be determined by the management from time to time.

7.4.2 Purchasing Information

Purchasing documents are prepared by the Human Resources & Administration Section. The documents clearly and completely describe ordered products, including precise identification and quality requirements. The relevant Section Heads review and approve all purchasing documents prior to release.

The approving authority of purchasing documents is as per Appendix 4.

Rules applicable to preparation, review and approval of purchasing documents are provided in the Local Purchase Order Procedure P5301.

7.4.3 Verification of Purchased Product

All purchased products are inspected to ensure they meet specified purchase requirements, refer to Local Purchase Order Procedure P5301.

7.5 Production and Service Provision

Production and individual operations are planned and documented.

7.5.1 Control of Production and Service Provision

The Quality Procedures & Work Instructions list all production and inspection operations necessary to produce and distribute potable water.

Personnel performing complex or critical works are provided with process operator instructions.

Production and process equipment are selected and utilized based on their suitability and all equipment is maintained to ensure continuing process capability.

Monitoring and measurement are conducted at receiving, at significant stages of production, and prior to distribution of potable water. The emphasis is placed on defect prevention rather than detection. Methods and procedures are documented. Materials and potable water are prevented

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from use or distribution until the required monitoring and measurement are completed.

Records of monitoring and measurement are established and maintained to demonstrate that products comply with stated requirements.

7.5.2 Validating of Processes for Production

Special processes are those processes whose results cannot be fully verified by subsequent nondestructive inspections. These processes are not used in the course of production & distribution of potable water.

7.5.3 Identification and Traceability

To ensure that all incoming material are clearly identifiable while in storage. SWB has developed and implemented procedures that describe methods of identifying and storage of all incoming materials

7.5.4 Customer Property

This clause of the ISO 9001:2000 Standard is not applicable to our operation. Customers only provide the necessary basic information i.e. a copy of the identification card and the Sales & Purchase agreement for the processing of the water supply application. These documents are not considered 'customer property ' that needs to be protected as the original copies are kept by the customer.

7.5.5 Preservation of Product

Handling methods and means prevent material damage, receipt and dispatch to and from storage areas are controlled. There is an inventory management system to optimize inventory turn-over times and level. The condition of stored products is regularly assesses.

Storage areas usually operated and maintained by the section that uses the area. Only products that are properly identified and that have passed required inspections are authorized to enter and leave the storage areas. Annually the stockrooms are cleaned up and are inspected to assess the condition of stock.

Material stockrooms are controlled using an inventory management system. The system can report available in stock quantities, product location, and turn over times. The system is used to optimize and minimize inventory levels.

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7.6 Control of Monitoring and Measuring Devices

Tolerance of the requirement is known and appropriate equipment is selected to perform the measurements. All measuring and monitoring devices used for verification of products is calibrated using calibration standards traceable the national standard. Calibration status of measuring equipment is identified with calibration stickers. The equipment is well maintained and its placement and used are controlled.

Measuring and test equipment, comparative references (such as gauges and standard weight), used for verification of products and for controlling production process are regularly checked.

Equipment used for the purpose other than verification of products or control of production processes may be exempted from calibration. Such equipment is labeled with stickers warning that it is not calibrated.

The M & E Section is responsible for calibrating and maintaining measuring and monitoring equipment. All active equipment is inventoried in a controlled list indicating equipment calibration status and location.

Measuring equipment is calibrated using written instructions. Only calibration instruments and standards having known relationship to the nationally recognized standards are used for calibrating measuring and test equipment.

Calibration is recorded in a calibration certificate and the calibrated equipment is labeled with calibration sticker. Condition and actual readings of equipment immediately prior to its calibration are also recorded.

All calibration related activities are regulated by procedure P7001 Mechanical & Electrical Works.

Related Procedures

- [P 1003](#) - Identification and Traceability
- [P 2000](#) - Occupational, Safety and Health
- [P 2001](#) - Maintenance and Cleaning of the Underground Treated Water Reservoir
- [P 2003](#) - Sampling, Delivery & Testing of Water Samples
- [P 2004](#) - Conformance Of Water Treatment Chemicals To The Specification Required
- [P 2100](#) - Starting Up and Monitoring The Plant Operation At Salim Treatment Plant
- [P 2101](#) - Water Treatment Process Control At the Salim Treatment Plant
- [P 2200](#) - Start Up And Monitoring of The Plant Operation at Bukit Lima Water Treatment Plant
- [P 2201](#) - Water Treatment Process Control At Bukit Lima Treatment Plant

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P 3101	- Telephone Service
P 3102	- New Service Application
P 3103	- Customer Service
P 3104	- Change of Consumer's Name
P 3201	- Disconnection And Reconnection of Non-Payment Bill
P 3202	- Reclassification of Code
P 3203	- Curbing Water Theft
P 3205	- Disconnection / Reconnection of Meter On Request
P 3301	- Receiving & Issuing of New Water Meter
P 3303	- Re-grading Existing Water Meter
P 3305	- Replace Old Metric Meter
P 3401	- Installing New Pressure Gauge at New Location
P 3402	- Installing Waste Water Meter
P 3404	- Reading Pressure Gauge
P 3405	- Physical Checking
P 3406	- Supply Water Tanker (Customer)
P 3407	- Supply Water Tanker (CSLO)
P 3408	- Supply Water to Ship
P 3503	- Maintenance of Pipe Appurtenance
P 3504	- Installation of SV & FH
P 3506	- Disconnection of Ferrule upon Request
P 3507	- Diversion of Water Main Upon Request
P 3508	- Renewal of Water Mains & Communication Pipes (Renewal Works)
P 3509	- Flushing Water Main
P 3602	- Maintenance of Storage Reservoirs (Outside Treatment Plant)
P 3603	- Operating Water Pumps At Booster Stations
P 4001	- The Supervising of Projects
P 4002	- Updating of The Water Main Extension, Renewal Mains, Road Name & Subdivision of Lots
P 4101	- Contract Management
P 4301	- Main Extension Laid by Developer
P 4302	- New Pipeline Project
P 4303	- Civil Works Project
P 4304	- Application of Wayleave
P 4305	- Drafting/Design Work for Renewal of Water Main Projects
P 4306	- Main Application From Public
P 4307	- The Design of Water Reticulation System As Required By The Developer
P 5103	- Acting/Charge
P 5104	- Staff (s) Promotion
P 5105	- Staff Confirmation
P 5106	- Emplace Pensionable Scheme
P 5107	- Processing of Pension For Compulsory / Premature Retirement
P 5108	- Processing of Leave Application
P 5111	- Insurance Claim
P 5112	- Registry Unit & File Indexing
P 5113	- Tender Notice/Release
P 5202	- Security
P 5203	- Inventory

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- [P 5301](#) - Local Purchase Order
- [P 5302](#) - Selection of Contractors & Suppliers
- [P 5303](#) - Material Issue By Store
- [P 5304](#) - Receipt of Purchased Stock
- [P 5305](#) - Handling, Storage, Preservation and Delivery of Chemicals, Materials & Items
- [P 5401](#) - Preparation of Salary
- [P 5402](#) - Preparation of Overtime
- [WI 6101](#) - Server Maintenance
- [P 6201](#) - Updating Customer's Payments of Water Bills
- [P 6202](#) - Adjustment of Water Bills
- [P 6203](#) - Collection of Consumers' Payment
- [P 6204](#) - Addressing Complaints On Reading And Delivery Of Water Bills
- [P 6205](#) - Generation of Water Bills
- [P 6206](#) - Recovery of Outstanding Water Bills
- [P 6301](#) - Payment
- [P 6302](#) - Refund
- [P 6303](#) - Recovery of Bills (Miscellaneous & Service Done)
- [P 7001](#) - M & E Works

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SECTION FIVE

This section addresses

- (a) ISO 9001:2000 - Clause 8, Measurement, Analysis & Improvement
- (b) ISO 14001:2004 - Clause 4.5.2, Evaluation of compliance
- Clause 4.5.3, Nonconformity, Corrective Action and Preventive Action
- Clause 4.5.5, Internal Audit
- (c) OHSAS 18001:1999 - Clause 4.5.2, Accidents, incidents non-conformances & Corrective & Preventive Action
- Clause 4.5.4, Audit

8.1 General

All monitoring, measurement, analysis and improvement activities carried out in SWB shall be conducted in a manner that ensures:

- a) product conformity is aptly demonstrated
- b) the conformity of the IMS and the continual improvement of the effectiveness of the IMS.

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

Customer Service & Distribution Section is responsible for conducting customer satisfaction surveys and for collecting other data indicating customer satisfaction level. Results are presented for management review at the management review meeting. These activities are regulated by the Procedure **P 3** Customer Survey.

8.2.2 Internal Audit

Comprehensive, planned, and documented IMS audits are carried out at least once a year. Audits are scheduled on the basis of the status and importance of the activity. Internal auditors are independent of those having direct responsibility for the audited activity. Identified nonconforming conditions are brought to the attention of the responsible section heads/process owners and corrective actions are implemented in response to audit findings.

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IMS representative establishes the internal audit plan and schedule in accordance with Procedure **P1** Internal Audit. Every activity and area is audited at least once a year. Selected activities are audited more frequently, depending on their importance and quality performance history.

Only personnel independent of the audited activities are assigned to conduct internal audits.

Auditors prepare for audits by reviewing applicable standards and procedures, analyzing IMS records, and establishing questionnaires and checklists. Selection of auditors and preparation for the audit are explained in Procedure **P** Internal Audit.

When conducting the audit, auditors seek objective evidence indicating whether the audited activities comply with the requirements of the documented IMS, and whether the IMS is effective. The evidence is collected by observing activities, interviewing personnel, and examining IMS records.

Nonconforming conditions are documented and recorded using the Nonconformance Report form.

Audits are conducted in a way that minimizes disruption of the audited activities.

When nonconforming conditions are identified, the section heads responsible for the affected area or activity are requested to propose and implement a corrective action. Implementation and effectiveness of the action is verified by a follow-up audit. The Nonconformance Report form is used for monitoring and recording implementation of the corrective actions.

When the auditing cycle is completed, all nonconformance reports established during the cycle are compiled and analyzed, and are presented at the management review meeting.

8.2.3 Monitoring and Measurement of Processes

SWB shall establish methods of checking and monitoring the product /services provided to ensure customer requirements are met.

The checking shall be carried out at appropriate stages of the product /services realization process.

Records shall be maintained at the respective levels of checking.

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8.2.4 Monitoring and Measurement of Product

In order to ensure this, all monitoring and measurement are conducted at significant stages of production, prior to distribution. The emphasis is placed on defect prevention rather than detection. Methods and procedures are documented. Materials and potable water is prevented from use and distribution until the required monitoring and measurement are completed.

Treated water is subjected to the QC inspection which are in-built in various stages of the production of potable water. The production personnel (Water Quality personnel) verify that all specified inspections have been carried out satisfactorily, and then they perform the remaining inspections and tests necessary to complete the evidence of product conformance. The water quality has to adhere to the NDWQ Guidelines before being distributed to the customers.

Records of monitoring and measurements are established and maintained to demonstrate that product/ services comply with stated requirements.

All purchased products/material is subjected to either a one or a two-stage receiving inspection. First, all products/material are inspected visually by the store personnel/ requesting officer, and then critical products/material for which there is no sufficient record demonstrating conformance are subjected to a more detailed and technical QC inspection. Procurement Procedure sets forward detailed rules for performing and recording receiving inspections.

8.3 Control of Nonconforming Product

Nonconforming product is identified, documented, evaluated, and prevented from being distributed to the customer. Responsibility for correction of nonconforming product is defined.

SWB identifies and documents all non-conformances, regardless of how insignificant they seem to be or how easily they can be corrected. Nonconformance reports are invaluable for tracking performance and trends, and for identifying areas where corrective or preventive actions should be implemented.

Nonconforming products are documented using a nonconformance report. The report describes the nonconformance, documents the corrective action, and records closeout of follow-up activities. The use of the nonconformance report and its processing are explained in the relevant procedures.

To prevent nonconforming materials from being used, the materials are marked with a REJECTED label and are segregated.

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Production supervisors may take the disposition decision for a nonconforming product when it is obvious that the product must be rejected or if a simple process can rectify (only at intermediary phase) it without affecting its quality. In all other cases, General Manager together with Head of Production make the disposition decision.

8.4 Analysis of Data

Respective Section Heads coordinates collection and processing of organization level data and presents results at the annual management review meeting. A complete list of quality and operational performance monitoring systems is provided in procedure P1013, Preparing Board's Monthly Report and Analysis of Performance Indicators. Reporting of the data and trends to management is documented in procedure P1002 Management Review.

8.5 Improvement

8.5.1 Continual Improvement

SWB deploys continual improvement philosophy throughout the entire organization. Quality performance and services are continually monitored to identify opportunities for improvement. Specific improvement projects are implemented in response to identified improvement opportunities.

Everyone in the organization is encouraged to come forward with ideas for improving products, processes, systems, productivity, and working environment. Improvement suggestions are evaluated and prioritized by Steering Committee.

IMR is responsible for establishing and coordinating continual improvement program, and for reporting progress and results to the top management.

8.5.2 / 8.5.3 Corrective and Preventive Action

The organization recognizes that diligent and effective implementation of this corrective and preventive action policy is crucial to the success of the quality system. Causes of service and quality system nonconformance are investigated and corrective actions are implemented to prevent their recurrence. Processes, work operations, quality records, service reports, and customer complaints are analyzed to detect any sources of potential quality problems, and preventive actions are implemented before the problems develop. Controls are applied to ensure that corrective and preventive actions are implemented and that they are effective.

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Procedure, Corrective and Preventive Action, provides a complete list of the relevant nonconforming conditions, and describes in detail the rules that apply to initiating corrective and preventive actions.

OH&S officer shall investigate all reported accidents incidents in regards to OH&S. Procedure P1203 accident incident investigation provide specific instructions on how accidents and incidents are investigated and reported.

Related Procedures

- [P 1002](#) - Management Review Meeting
- [P 1005](#) - Corrective & Preventive Action
- [P 1006](#) - Internal Audit
- [P 2101](#) - Water Treatment Process Control At The Salim Treatment Plant
- [P 2201](#) - Water Treatment Process Control At The Bukit Lima Treatment Plant
- [P 3204](#) - Replacing Missing/ Damaged Meter
- [P 3302](#) - Testing Accuracy of Water Meter Requested by Consumer
- [P 3304](#) - Repair/Replace Non-Registering Meter
- [P 3403](#) - Checking Low Water Pressure Complaint
- [P 3501](#) - Repair of Pipe Breakage (Water Main)
- [P 3502](#) - Repair of Pipe Breakage (Comm. Pipe)
- [P 3505](#) - Reposition of Water Meter
- [P 5301](#) - Local Purchase Order
- [P 5303](#) - Material Issue By Store
- [P 5304](#) - Receipt of Purchased Stock
- [P 1007](#) - Preparing Board's Monthly Report and Doing Analysis of Performance Indicators
- [P 1203](#) - Accident Incident Investigation

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SECTION SIX

This section addresses the requirements of the EMS 14001:2004 that are not addressed in the earlier sections of the IMS Manual, namely:

- a) **4.3, Planning**
 - **4.3.1, Environmental Aspects**
 - **4.3.2, Legal and other requirements**
 - **4.3.3, Objectives, Targets & Program(s)**
- b) **4.4.6, Operational Control**
- c) **4.4.7, Emergency preparedness and response**
- d) **4.5.1, Monitoring & Measurement**
- e) **4.5.2, Evaluation of Compliance**

4.3 Planning

4.3.1 Environmental Aspects

SWB identifies environmental aspects of its operations, activities, and services. A list of environmental aspects is documented in a log, and is updated in response to changing circumstances. Activities related to this section are documented in Procedure P1101, Environmental Aspects.

The environmental committee identifies initial environmental aspects. The IMR and the Environmental Officer /EMR coordinate this activity. Criteria and guidelines for identifying environmental aspects are provided in Procedure P1101, Environmental Aspects.

On an ongoing basis, the environmental committee shall identify changes in activities, products, and services that create new environmental aspects, or invalidate previously identified aspects. New environmental aspects may be also identified through the management review or by internal or external audits of the IMS. The changes are reported to the Environmental Officer/EMR, who reviews and documents the new aspects.

Environmental aspects are documented in the Environmental Aspect Log maintained by the Environmental Officer/EMR.

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Environmental aspects are subjected to a systematic evaluation of their significance, using a disciplined and documented method. Evaluation criteria and method, and the final selection of significant aspects are documented.

The Environmental Committee evaluates significance of initial environmental aspects on an ongoing basis. Evaluation of significance is carried out by the Environmental Officer/EMR and at least one other person familiar with the evaluated aspect.

Significance of environmental aspects is evaluated using a systematic risk analysis methodology. Aspects are rated with regard to the severity of associated impacts, probability of occurrence, and other relevant factors. The results are entered on the Environmental Aspect Evaluation Chart. The combined significance rating is calculated using a special formula. The method is documented in Procedure P1102, Significance of Environmental Aspects.

Selected significant environmental aspects are reviewed and approved by the top management, and are recorded in Significant Environmental Aspect Master List.

Activities related to this section are documented in Procedure P1102, Significant Environmental Aspects.

4.3.2 Legal And Other Requirements

SWB identifies, and has access to legal and other requirements to which the organization subscribes. Procedure for identifying the requirements, and the requirements themselves, are documented.

The process of identifying legal and other requirements is developed in the following phases:

- Identification of current compliance programs, and preliminary research of activities and products that could potentially be subject to environmental regulations;
- Steering Committee to determine whether in-house expertise and resources are sufficient to identify all applicable requirements;
- Initial identification and documentation of specific laws, regulations, and other requirements that apply to the facility;
- Ongoing identification of new or modified activities that could potentially be subject to environmental regulations; and ongoing review of new environmental regulations and changes in regulatory and other requirements that may apply to the facility.

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Legal and other requirements are documented in Regulatory Requirements Matrix.

Activities related to this section are documented in Procedure P1009, Legal and Other Requirements.

4.3.3 Objectives, Targets and Programme(s)

SWB establishes environmental objectives and targets to fulfill the environmental policy and improve environmental performance in areas related to significant environmental aspects, legal and other requirements, and views of interested parties. Objectives are always maintained in areas pertaining to prevention of pollution.

The Environmental Committee recommends the selection of initial environmental objectives and targets. Criteria and guidelines for selecting environmental objectives are provided in Procedure P1102, Significant Environmental Aspects.

On an ongoing basis, the Environmental Officer/EMR identifies the need for new objectives and targets and recommends new objectives to the Steering Committee.

Initial and new environmental objectives and targets, and associated programs, are formally reviewed and approved by the Steering Committee before they are authorized for implementation.

Environmental objectives and targets are documented in OTMP (Objective and Target Management Program) specification sheets.

Activities related to this section are documented in Procedure P1104, Environmental Objectives and Targets.

Management programs are established and maintained for achieving environmental objectives and targets. Responsibilities, methods, means, and timeframe of achieving objectives are defined and documented. Management programs and the whole EMS are updated to address new or modified activities, products, or services.

Environmental Management Programs define methods, means, and timeframe for achieving environmental objectives and targets.

The Environmental Officer/EMR initiates management programs and coordinates and supervises their implementation.

The Environmental Committee is assigned with overall responsibility for specific objectives are responsible for defining and implementing relevant management programs, and for reporting on their status and progress.

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Environmental Management Programs are documented in, and are monitored through OTMP (Objective and Target Management Program) specification sheets.

Management programs and other elements of the EMS are updated to ensure that they apply to new developments and to new or modified activities, products, and services.

4.4.6 Operational Control

Special control measures are implemented to control operations and activities associated with significant environmental aspects. These operational controls include methods, systems, processes, and equipment to safeguard the environment; documented procedures, guides and work instructions.

Work instructions are established where their absence could lead to deviation from environmental policy, objectives, or targets; or could cause significant environmental impact.

Inspection and/or maintenance programs are developed and implemented for equipment, machines and, systems associated with significant environmental aspects and emergency response programs.

Particular attention is paid to hazardous material and waste management. Related controls are defined in **Procedure Material and Waste Management (write a procedure)**.

4.4.7 Emergency Preparedness And Response

SWB identifies potential accidents and emergency situations, and develops appropriate response plans for preventing and mitigating associated environmental impacts. Procedure P1202, Emergency response are tested where practicable, and are reviewed, in particular, after occurrence of accidents or emergency situations.

Environmental Officer/EMR identifies potential hazards that can cause accidents and emergency situations, to include hazardous materials and substances, dangerous activities, and potential hazards created by outside forces and natural disasters.

Each potential hazard is evaluated to determine whether emergency response plans are warranted and, where relevant, appropriate emergency plans and procedures are developed.

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Procedure P1202, Emergency preparedness and response are documented. All personnel are made aware of the procedures and where they are located. Where practicable, emergency procedures are periodically tested.

The OH&S officer/OH&S MR are responsible for reviewing and, as necessary, revising emergency procedures after each occurrence of accidents and emergencies.

4.5. Checking

4.5.1 Monitoring And Measurement

SWB monitors and measures performance of operations and activities that can cause a significant environmental impact, and evaluates its compliance with applicable laws and regulations. Measuring and test equipment used for verification of environmental performance is calibrated and properly controlled.

Two similar but independent systems are used for monitoring environmental performance with regard to significant aspects, and for evaluating compliance with environmental laws and regulations. The systems are documented in Procedure P1103, Significant Aspects Monitoring and Procedure P1009, Legal and Regulatory Compliance, respectively.

4.5.2 Evaluation of Compliance

For each monitored or measured characteristic, The Environmental Officer/EMR determines the measurement or test method, frequency, acceptance criteria, responsibility, and the manner for recording results.

When environmental performance falls below desirable level, or when there is a possibility of a noncompliance against laws or regulations, the Environmental Officer/EMR initiates corrective or preventive actions, or establishes appropriate objectives and targets to improve performance.

RELATED PROCEDURES

- [P 1008](#) - Legal, Regulatory & Other Requirements
- [P 1009](#) - Legal & Regulatory Compliance
- [P 1102](#) - Significant Environmental Aspect
- [P 1103](#) - Significant Aspects Monitoring
- [P 1104](#) - Environmental Objectives & Targets
- [P 1202](#) - Emergency Preparedness Response

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SECTION SEVEN

This Section addresses the requirements of the OHSAS 18001:1999 that are not addressed in the earlier Section of the IMS Manual, namely:

- a) **4.3, Planning**
 - **4.3.1, Planning for hazard identification, risk assessment and risk control**
 - **4.3.2, Legal and other requirements**
 - **4.3.3, Objectives**
 - **4.3.4, OH&S Management Program (s)**
- b) **4.4.6, Operational Control**
- c) **4.4.7, Emergency preparedness and response**
- d) **4.5.1 Performance measurement and monitoring**

4.3 Planning

4.3.1 Planning For Hazard Identification, Risk Assessment & Risk Control

SWB identifies OH&S hazards in its operations. A list of OH&S hazards is documented in a log, and is updated in response to changing circumstances.

The OH&S Committee representing various functions in the organization identifies OH&S hazards. The OH&S officer/OH&S MR coordinates this activity.

On an ongoing basis, the OH&S officer/OH&S MR identify changes in activities that create new OH&S hazards, or invalidate previously identified OH&S hazards. New OH&S hazards may be also identified through the management review or by internal or external audits of the OH&S system. The changes are reported to the OH&S officer/OH&S MR who reviews and documents the new hazards.

OH&S hazards are documented in the OH&S Hazards Log maintained by the OH&S officer/ OH&S MR.

Activities related to this section are documented in Procedures P1202, Identification and Assessment of Workplace Hazard and Risk Control.

OH&S hazards are subjected to a systematic evaluation to identify the risks associated with them, using a disciplined and documented method. Evaluation criteria and method, and the final selection of significant OH&S hazards are documented.

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The OH&S Committee evaluates the risks associated with the OH&S hazards. On an ongoing basis, evaluation of risks is carried out by the OH&S officer/OH&S MR with at least one other person familiar with the evaluated hazard.

OH&S hazards are evaluated using a systematic risk analysis methodology. OH&S hazards are rated with regard to the consequence of associated risks, probability of occurrence. The results are entered on the OH&S Hazards Log.

Activities related to this section are documented in Procedure P1202, Identification and Assessment of Workplace Hazard.

4.3.2 Legal And Other Requirements

SWB identifies, and has access to legal and other requirements to which the organization/client subscribes. Procedure for identifying the requirements is documented.

Activities related to this section are documented in Procedure P1008, Legal and Other Requirements;

The process of identifying legal and other requirements is developed in the following phases:

- Identification of current compliance programs, and preliminary research of activities that could potentially be subject to OH&S
- Steering Committee to determine whether in-house expertise and resources are sufficient to identify all applicable requirements;
- Initial identification and documentation of specific laws, regulations, and other requirements that apply to the facility;
- Ongoing identification of new or modified activities that could potentially be subject to OH&S regulations; and ongoing review of new OH&S regulations and changes in regulatory and other requirements that may apply to the project.

Legal and other requirements are documented in Regulatory Requirements Matrix.

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4.3.3 Objectives

SWB establishes OH&S objective to fulfill the OH&S policy and improve OH&S performance.

OH&S Committee is responsible for the selection of OH&S objectives.

Steering Committee has the responsibility to review and approve (or disapprove) recommended objectives; and to ensure adequate resources to accomplish approved objectives.

4.3.4 OH&S Management Programme(s)

Management programs are established and maintained for achieving OH&S objectives. Responsibilities, methods, means, and timeframe of achieving objectives are defined and documented. Management programs and the whole OH&S system are updated to address new or modified activities.

The OH&S Officer/OH&S MR initiates management programs and coordinates and supervises their implementation and for reporting on their status and progress.

Management programs and other elements of the OH&S system are updated to ensure that they apply to new developments and to new or modified activities.

4.4.6 Operational Control

Special control measures are implemented to control operations and activities associated with significant OH&S hazards. These operational controls include methods, processes, and equipment to safeguard the health and safety of the employees; and documented procedures and work instructions.

Work instructions are established where their absence could lead to deviation from OH&S policy, objectives, or could cause significant OH&S risk.

Inspection and/or maintenance programs are developed and implemented for equipment and machines associated with significant OH&S hazards and emergency response programs.

Activities related to this section are documented in Procedure **P(write a P)**, Operational Control.

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4.4.7 Emergency Preparedness And Response

SWB identifies potential accidents and emergency situations, and develops appropriate response plans for preventing and mitigating associated OH&S risk. Emergency response procedures are tested where practicable, and are reviewed, in particular, after occurrence of accidents or emergency situations.

The OH&S Committee identifies potential hazards that can cause accidents and emergency situations, to include hazardous materials and substances, dangerous activities, and potential hazards created by outside forces and natural disasters.

Each potential hazard is evaluated to determine whether emergency response plans are warranted and, where relevant, appropriate emergency plans and procedures are developed.

Emergency preparedness and response procedures are documented. All personnel are made aware of the procedures and where they are located. Where practicable, emergency procedures are periodically tested.

The OH&S Officer/OH&S MR is responsible for reviewing and, as necessary, revising emergency procedures after each occurrence of accidents and emergencies.

Activities related to this section are documented in Procedure P1201, Emergency Preparedness and Response.

4.5 Checking & Corrective Action

4.5.1 Performance Measurement & Monitoring

The OH&S Committee monitors and measures performance of operations and activities that can cause OH&S risk, and evaluates its compliance with applicable laws and regulations.

Systems are in place for monitoring OH&S performance with regard to hazards, and for evaluating compliance with OH&S laws and regulations. The OH&S system is documented in relevant procedures.

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RELATED PROCEDURES

- [P 1008](#)
 - Legal, Regulatory And Other Requirements
- [P 1201](#)
 - Identification and Assessment of Workplace Hazard
- [P 1202](#)
 - Emergency Preparedness & Response
- [P 1203](#)
 - Accident Investigation

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