	<p style="text-align: center;"><b>IMS MANUAL</b></p> <p style="text-align: center;"><b>INTRODUCTION</b></p>	<p><b>Revision: 0</b></p>	<p><b>Doc No:</b> <b>IMS SECTION A1</b></p>
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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Sibu Water Board Order, 1995 made under Section 19 of the Water Ordinance 1994 when the Water Supply Ordinance 1959 was repealed.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 as published in the Sarawak Government Gazette issued from time to time, and the Management. Currently the Board is headed by the Permanent Secretary, Ministry of Utilities, with members made up of the Sibu Divisional Medical Officer, Sibu Resident, State Financial Secretary's nominee, Director of Rural Water Supply, and six (6) members appointed by the Minister of Utilities.

The Management team comprises the Chief Executive Officer who is the General Manager, Deputy General Manager, Secretary/Accountant, Department Heads and Technical Section Heads as per Appendix 2. The Board has staff strength of approximately 178.

### CORPORATE DATA

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Address : Lembaga Air Sibu  
KM5, Jalan Salim  
96000, Sibu, Sarawak


Telephone : 084 – 211001

Fax : 084 – 211543

Email : [swbs@swb.gov.my](mailto:swbs@swb.gov.my)

Website : [www.swb.gov.my](http://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 Department Heads, verified by the Management Representatives for Quality, Environment and Occupational Health & Safety and authorized by the General Manager / Deputy General Manager.

This IMS Manual addresses the following Standards:-

- (a) ISO 9001:2015
- (b) ISO 14001:2015
- (c) OHSAS 18001:2007

The IMS Documentation covers all the activities of SWB in the form of an 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 Document Controller/Innovation Clerk as per the IMS Procedure, Control of Documents, shall handle document changes for all IMS Manual and Procedures.

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## **IMS POLICIES OF SIBU WATER BOARD**

### **1.0 VISION**

- 100% Coverage of Water Supply by 2025.

### **2.0 MISSION**


- Supplying quality and affordable water for everyone.

### **3.0 GOALS**

- According and in conformity to our Vision and Mission, SWB will strive to attain the following Goals:
  - (i) To build itself into a highly efficient, dynamic and innovative organization, totally sensitive and responsive to the needs of its customers.
  - (ii) To supply quality water at the lowest affordable cost to our customers.
  - (iii) To provide our customers with the best value quality service.
  - (iv) 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.
  - (v) 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 one (1) working days upon receipt of the pipe fitter's notification.
- All water bill queries shall be addressed within 30 minutes.
- 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.
- Application for reticulation plans shall be approved within five (5) Working days upon receipt of complete submission from consultant.
- 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

It is the Board's Policy that in the production and distribution of potable water and related services, we shall strive to adhere to and comply with requirements and specifications of Quality Management System ISO 9001:2015, Environmental Management System EMS ISO 14001:2015, and the Occupational Health and Safety Management System OHSAS 18001:2007, under an Integrated Management System.

### 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 are committed to:


- (1) Supply quality water at the lowest affordable cost to our customers.
- (2) Ensure that the services and water quality provided meets the customers' requirements and expectations.
- (3) 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.
- (4) Educate and train all levels of employees towards quality improvement and the awareness of IMS.
- (5) Improve the internal and external communication and teamwork amongst all employees.
- (6) Provide sufficient resources to ensure the organization performs effectively and efficiently.

### 5.2 Environmental Policy

It is the policy of the Board to establish, maintain and continually improve its Environmental Management System to all activities, equipments and materials.

We are committed:-

- (1) To reduce chemical wastage.
- (2) To prevent pollution.
- (3) To minimize the adverse impact to environment.
- (4) To comply with all relevant Federal, State and Local Environmental Legislation and Regulations.

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### 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 a healthy and safe environment for all.

We shall 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, and other requirements and will take any additional measures considered necessary. We will make our knowledge and expertise available to the relevant persons and authorities.

We shall:-

- (1) Provide a healthy and safe working environment for our staff in the respective work places.
- (2) Be accountable for health and safety 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 occurs.
- (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 system and processes to ensure that our activities comply with all statutory requirements and the Occupational Health & Safety and Environmental Specifications.

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## **1.0 QMS OBJECTIVES**

The objectives in respect of the following are attached in Appendix 4:-


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

## **2.0 EMS OBJECTIVES**

Refer to Appendix 5

## **3.0 OHSMS OBJECTIVES**

Refer to Appendix 6

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### **SCOPE OF REGISTRATION**

Sibu Water Board is seeking registration for its Integrated Management System which covers QMS ISO 9001:2015, EMS ISO 14001:2015 and OHSAS 18001:2007. The entire operations of SWB including all support functions are covered in the scope of registration.

The Board's functions are production of water, distribution, customer service, and revenue collection; including all support functions including human resource and administration, financial and information system, and capital works planning and development, and mechanical & electrical, and corporate affairs & public relations.

The scope of the IMS is presently stated as follows:

**Potable Water Production, Distribution, Customer Service and Revenue Collection for Sibu.**