EHQMS INTEGRATED SYSTEM MANUAL

Integrated System Manual

Describes our integrated quality, environmental, and occupational health and safety management system, who is accountable for it, and which procedures control each requirement.

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DISTRIBUTION

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Contents

1 About This Manual 5
1.1 Purpose of the Manual 5
1.2 How the Manual Is Organized 5
1.3 Control and Maintenance of the Manual 6
1.4 Reference Standards and Terms 7
2 Our Organization and Its Context 8
2.1 Organization Profile 8
2.2 External and Internal Issues 8
2.3 Interested Parties and Their Requirements 9
2.4 Scope of the EHQMS 9
2.5 The EHQMS and Its Processes 10
3 Leadership and Worker Participation 11
3.1 Leadership and Commitment 11
3.2 Customer Focus 12
3.3 Integrated Policy 12
3.4 Roles, Responsibilities and Authorities 13
3.5 Consultation and Participation of Workers 14
4 Planning 15
4.1 Determining Risks and Opportunities 15
4.2 Environmental Aspects 16
4.3 Hazard Identification and OH&S Risk Assessment 16
4.4 Compliance Obligations and Legal Requirements 17
4.5 Planning Action 17
4.6 Objectives and Planning to Achieve Them 18
4.7 Planning of Changes 19
5 Support 20
5.1 Resources 20
5.2 People 20
5.3 Infrastructure and Natural Resources 20
5.4 Environment for the Operation of Processes 21
5.5 Monitoring and Measuring Resources 21
5.6 Organizational Knowledge 22
5.7 Competence 22
5.8 Awareness 22
5.9 Communication 23
5.10 Documented Information 24
6 Operations 24
6.1 Operational Planning and Control 24

6.2 Externally Provided Processes, Products and Services....25
6.3 Contractors....26
6.4 Requirements for Products and Services....26
6.5 Design and Development....27
6.6 Production and Service Provision....27
6.7 Release of Products and Services....28
6.8 Control of Nonconforming Outputs....28
6.9 Emergency Preparedness and Response....29
7 Performance Evaluation....29
7.1 Monitoring, Measurement, Analysis and Evaluation....29
7.2 Customer Satisfaction....30
7.3 Evaluation of Compliance....30
7.4 Internal Audit....31
7.5 Management Review....31
8 Improvement....32
8.1 Continual Improvement....32
8.2 Incidents, Nonconformity and Corrective Action....32
A Appendix A — Correlation Matrix....34
B Appendix B — Document Index....37
C Appendix C — Process Interaction....40
D Appendix D — Organization Chart....42

1 About This Manual

This chapter explains what the manual is for, how it is laid out, who keeps it current, and which reference documents and terms it relies on.

1.1 Purpose of the Manual

This manual describes the integrated environmental, health, safety and quality management system (EHQMS) operated by <insert organization name>. It sets out what we do to meet the requirements of ISO 9001:2026, ISO 14001:2026 and ISO 45001:2018+A1:2024, why we do it, who is accountable, and which procedure contains the operating detail.

We use one system rather than three. A single set of leadership arrangements, planning tools, support processes, audits and reviews serves quality, environmental and occupational health and safety (OH&S) objectives together. Where a standard asks for something the others do not, the manual says so and identifies the standard concerned.

The manual serves several readers:

- **Workers & Contractors**, who need to see how their work fits into the wider system and where to find the rules that apply to them.
- **Managers and Process Owners**, who use it as a map of accountabilities and process interfaces.
- **Customers, regulators and certification bodies**, who use it to understand the extent of our commitments and controls.
- **Internal Auditors**, who use it with the correlation matrix in Appendix A to plan audits against all three standards.

None of the three standards requires a manual. We keep one because it gives a concise, controlled description of the system that is easier to share than the full set of procedures and forms.

DETAIL Procedure 11 Documented Information

1.2 How the Manual Is Organized

The manual follows the logic of the Plan-Do-Check-Act cycle rather than the clause numbering of any single standard. Each chapter groups related requirements from all three standards so that a reader sees the integrated arrangement in one place.

Chapter map

Chapter	What it covers	PDCA stage
About This Manual	Purpose, layout, control and terminology of this document	—
Our Organization and Its Context	Who we are, the issues and parties that shape the system, its scope and its processes	Plan
Leadership and Worker Participation	Commitment of Top Management, the integrated policy, accountabilities and worker involvement	Plan
Planning	Risks, opportunities, aspects, hazards, compliance obligations, objectives and change	Plan
Support	Resources, competence, awareness, communication and documented information	Do
Operations	Control of the work that delivers our products and services, including suppliers, contractors and emergencies	Do

Chapter	What it covers	PDCA stage
Performance Evaluation	Monitoring, analysis, compliance evaluation, internal audit and management review	Check
Improvement	Continual improvement, incidents, nonconformity and corrective action	Act

Each section closes with a list of the procedures that hold the operational detail: who does what, when, with which form, and producing which record. The manual deliberately does not repeat those steps.

Four appendices complete the manual: a correlation matrix linking every requirement area to the manual and procedures (Appendix A), an index of procedures and forms (Appendix B), a description of how our processes interact (Appendix C) and our organization chart (Appendix D).

1.3 Control and Maintenance of the Manual

The manual is a controlled document. The EHQMS Manager owns it, and Top Management approves each issue. The Document Controller registers it in Form 19 Master Document & Record Index and issues it in line with Procedure 11 Documented Information.

The electronic copy held in our document management system is the current version. Printed copies are uncontrolled unless they carry a controlled copy number recorded by the Document Controller. Copies sent to customers or certification bodies are logged on Form 20 Document Issue Sheet.

We review the manual at least once a year, ahead of the management review, and also when any of the following occurs:

- a change in our context, scope, sites, products or services;
- a change in organizational structure or in the allocation of key roles;
- a new or revised edition of one of the three standards, or a relevant amendment;
- an audit finding, incident or management review decision that shows the description is no longer accurate.

Anyone may propose a change by raising Form 21 Document Change Request. The EHQMS Manager assesses the request, drafts the revision, and records the nature of the change in the amendment record before submitting it for approval.

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DETAIL Procedure 11 Documented Information

1.4 Reference Standards and Terms

The system is built on the following normative documents. We also apply the national legislation, regulations, codes of practice and customer specifications identified through Procedure 05 Legal & Compliance Requirements.

Reference documents

Reference	Title	How we use it
ISO 9001:2026	Quality management systems — Requirements	Certifiable requirements for quality management
ISO 14001:2026	Environmental management systems — Requirements with guidance for use	Certifiable requirements for environmental management
ISO 45001:2018+A1:2024	Occupational health and safety management systems — Requirements with guidance for use, including Amendment 1 (climate action changes)	Certifiable requirements for OH&S management
ISO 9000	Quality management systems — Fundamentals and vocabulary	Quality management principles and terms
ISO 19011	Guidelines for auditing management systems	Guidance for our audit programme and auditor competence
<insert other standards>	<insert sector, product or customer standards>	<insert how each is applied>

We use the terms and definitions in the three standards and in ISO 9000. The terms below are used throughout this manual in the following sense:

Term	Meaning in this manual
EHQMS	Our single integrated management system covering quality, environment and occupational health and safety.
Worker	Any person carrying out work under our control, including employees, agency staff and contractors working on our premises.
Interested party	A person or organization that can affect, be affected by, or believe itself to be affected by our decisions or activities.
Compliance obligations	Legal requirements we must meet and other requirements we must or choose to meet; for OH&S, the legal requirements and other requirements of ISO 45001.
Environmental aspect	An element of our activities, products or services that interacts or can interact with the environment.
Hazard	A source with the potential to cause injury and ill health.
Risk	The effect of uncertainty, usually expressed as the likelihood and consequence of an event.
Opportunity	A circumstance or set of circumstances that can lead to improved performance or other beneficial outcomes.
Available as documented information	The 2026 wording for information we keep in controlled form, whether it describes how we work or records what we did.

2 Our Organization and Its Context

Before deciding what the system must control, we establish who we are, which conditions affect us, whose requirements we must take into account, and where the boundaries of the system lie.

2.1 Organization Profile

<insert organization name> is <insert a two- or three-sentence description of the business, its history, ownership and market>. We employ <insert number> people and operate from the sites listed below.

Profile

Item	Details
Registered name and address	<insert registered name and address>
Operating sites	<insert each site address and the activities carried out there>
Products and services	<insert principal products and services>
Principal customers and markets	<insert customer sectors and geographic markets>
Key external providers	<insert critical suppliers, outsourced processes and contractor services>
Certification body	<insert name of certification body, if certified>

Our integrated system supports the full life of our offer: <insert relevant activities, e.g. design, purchasing, manufacture, installation, servicing and end-of-life support>. The organization chart in Appendix D shows how responsibilities are divided.

DETAIL Procedure 01 Organizational Context

2.2 External and Internal Issues

We identify the external and internal issues that are relevant to our purpose and strategic direction and that affect our ability to achieve the intended results of the EHQMS. Top Management reviews these issues at least annually and whenever a significant change occurs.

Sources of issues

Type	Typical issues we consider	Tool
Internal	Strategy, culture, values and ethics, people and skills, knowledge, processes, technology, infrastructure, financial capacity, performance history	Form 02 SWOT Analysis Template
External	Political, economic, social, technological, legal and environmental conditions; market and competitor changes; supply chain stability	Form 03 PESTLE Analysis Template
Environmental conditions	Pollution levels, availability of natural resources, climate change, biodiversity and ecosystem health, as they affect us or are affected by us	Form 03 PESTLE Analysis Template and Form 06 Aspect Identification Register

The results are summarized in Form 01 Context & Interested Parties. Each issue is rated for its relevance to quality, environmental and OH&S outcomes, and the relevant issues feed directly into the scope, the process model and the determination of risks and opportunities.

> **2026 EDITION**
> ISO 9001:2026 and ISO 45001:2018+A1:2024 require us to determine whether climate change is a relevant issue. We record that determination, with its reasoning, in Form 01 Context & Interested Parties. ISO 14001:2026 goes further: the issues we consider for the environmental management system must include environmental conditions such as pollution levels, availability of natural resources, climate change, biodiversity or ecosystem health. Both are reviewed at every management review.

Our climate change determination is: <insert determination, e.g. climate change is a relevant issue because of exposure of our sites to extreme heat and flooding, energy cost and supply risk, and customer decarbonization requirements>.

DETAIL Procedure 01 Organizational Context

2.3 Interested Parties and Their Requirements

We identify the interested parties that are relevant to the EHQMS, determine their relevant needs and expectations, and decide which of these we will adopt as requirements. Requirements we adopt become compliance obligations, customer requirements, or internal commitments.

Interested parties

Interested party	Typical needs and expectations	Where addressed
Customers	Conforming products and services, on-time delivery, value, responsiveness, product safety, environmental credentials	Procedure 13 Contract Review; Procedure 20 Customer Satisfaction
Workers & Contractors	Safe and healthy workplace, fair treatment, training, consultation, clear instructions	Procedure 04 Hazard Identification & Assessment; Procedure 10 Communication & Participation
Owners and investors	Profitability, sustainable growth, reputation, managed risk	Procedure 02 Risks & Opportunities; Procedure 23 Management Reviews
External providers	Clear requirements, fair terms, prompt payment, long-term relationship	Procedure 15 Purchasing & Procurement
Regulators and enforcement bodies	Compliance with permits, licenses, environmental and OH&S law, timely reporting	Procedure 05 Legal & Compliance Requirements
Neighbors and local community	Control of noise, emissions, traffic and nuisance; emergency preparedness	Procedure 03 Aspect Identification & Assessment; Procedure 19 Emergency Situations
<insert other parties>	<insert needs and expectations>	<insert procedure>

We recognize that relevant interested parties can have requirements related to climate change and, for the environmental management system, needs and expectations related to other environmental conditions. These are captured alongside all other requirements in Form 01 Context & Interested Parties.

Needs and expectations change over time, so the EHQMS Manager updates the analysis whenever new information arrives through customer feedback, consultation, legal updates, or complaints. Changes in the needs and expectations of interested parties are a standing input to management review.

DETAIL Procedure 01 Organizational Context

2.4 Scope of the EHQMS

We set the scope after considering our issues, the requirements of interested parties, our planned activities, the products and services we provide, our sites, our authority and ability to exercise control and influence, and

our compliance obligations. The scope is available as documented information and is published to interested parties on request.

> SCOPE STATEMENT
> <insert scope statement, e.g. The design, manufacture, supply and servicing of <products/services> from <sites>.> This is the wording that appears on our certificates.

Scope boundaries

Boundary	Inside the scope	Level of control or influence
Physical	<insert sites and any temporary or customer locations where we work>	Direct control at our own sites; shared control at customer sites
Functional	All activities that produce or support our products and services	Direct control through our procedures
Organizational	All departments, workers and on-site contractors	Direct control through line management and contracts
Externally provided	Outsourced processes, suppliers and contractors	Control or influence through purchasing, contract terms and monitoring

For ISO 14001:2026, we take a life-cycle perspective when setting the scope. We consider the degree of control or influence we can exert over activities, products and services across their life cycle, from raw material acquisition and design through production, transport, use and end-of-life treatment. Life-cycle stages we cannot control are addressed through influence, for example through supplier requirements or customer information.

All requirements of ISO 14001:2026 and ISO 45001:2018+A1:2024 apply. We apply all requirements of ISO 9001:2026 except those listed below, which we have determined are not applicable. A requirement is treated as not applicable only where it does not affect our ability or responsibility to ensure conformity of products and services or customer satisfaction.

Requirements determined as not applicable

ISO 9001:2026 clause	Requirement	Justification for non-applicability
<insert clause, e.g. 8.3>	<insert requirement title>	<insert justification, or state 'None — all ISO 9001:2026 requirements apply'>

DETAIL Procedure 01 Organizational Context

2.5 The EHQMS and Its Processes

We operate the EHQMS as a set of interacting processes managed with the Plan-Do-Check-Act cycle. For each process, we determine its inputs and outputs, sequence and interaction, the criteria and methods that keep it under control, the resources it needs, the people accountable for it, the risks and opportunities that affect it, and how we monitor and improve it.

Process groups

Process group	Processes	Main outputs
Management processes	Strategic and business planning; context and risk management; policy and objectives; management review; improvement	Direction, objectives, resources and decisions that keep the system suitable and effective