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EHQMS PROCEDURE 12

Operational Control

Sets the operating criteria, controls, and permits for activities with significant aspects, OH&S hazards, or quality risk, and governs how we plan changes.

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Document Control

APPROVAL

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Reviewed by			
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REVISION HISTORY

Rev.	Date	Description of change	Approved
A	<insert>	Rewritten and aligned to ISO 9001:2026, ISO 14001:2026 and ISO 45001:2018+A1:2024, adding a dedicated planning-of-changes stage (9001 and 14001 clause 6.3, 45001 8.1.3), control of unintended changes and the 2026 wording on externally provided processes.	<insert>

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7 Method

7.1 Identify activities needing control

We start from what our registers already tell us. Any activity with a significant aspect, an OH&S risk above the acceptable level, a compliance obligation, or a material quality risk is listed in Form 04 Process Matrix & Application against the process that owns it.

#	Action	Owner	Output/record
1	Extract significant aspects, high and medium OH&S risks, compliance obligations and quality risks from the registers.	EHQMS Manager	Shortlist of activities needing control
2	Apply a life cycle perspective to each product and service, covering raw materials, manufacture, transport, use and end-of-life, and note where we control and where we can only influence.	Environmental Coordinator	Form 22 Life Cycle Analysis Template
3	Identify tasks and products whose hazards could harm workers, contractors, customers, or other interested parties.	Health & Safety Advisor	Form 08 OHS Hazard Assessment
4	Assign each activity to a Process Owner and record the control reference in the process matrix.	EHQMS Manager	Updated Form 04 Process Matrix & Application

7.2 Set operating criteria and controls

For each activity, we select controls in the order of the hierarchy of controls and record the operating criteria that show the control is working. Controls are built into the normal process documents wherever possible rather than issued as separate environmental or safety instructions.

Standard control measures

Area	Controls we apply
General workplace	Planned maintenance and repair of buildings, plant and equipment; housekeeping and clear walkways; traffic management; suitable workstations; control of temperature, ventilation and air quality; electrical safety; waste segregation; health surveillance where exposure requires it.
Hazardous tasks	Approved method or work instruction; correct access and protective equipment; trained or pre-qualified personnel; work permit or written pre-approval; controlled entry and exit at the work area.
Hazardous materials	Approved stock limits, storage locations and conditions; defined conditions and areas of use; secure, access-controlled storage; current safety data sheets at the point of use; shielding or isolation for radiation and biological agents; spill and emergency equipment with trained users.
Facilities and equipment	Inspection and testing of guarding, interlocks, shutdown systems, fall arrest, confined space rescue kit, lock-out devices, fire detection and suppression, exposure monitors and ventilation; inspection and certification of cranes, forklifts, hoists and other lifting equipment; issue and upkeep of PPE.

#	Action	Owner	Output/record
1	Draft or revise the work instruction, control plan or operating limits for the activity, including safety and environmental points.	Health & Safety Advisor	Draft work instruction

#	Action	Owner	Output/record
2	Confirm the controls follow the hierarchy of controls and meet the relevant compliance obligations.	EHQMS Manager	Approved work instruction
3	Schedule maintenance, inspection, and certification of the facilities and equipment the controls rely on.	Facilities Manager	Form 12 Equipment Maintenance & Service Log
4	Brief the workers who perform the task and record the briefing.	Operations Manager	Form 14 Training Attendance

7.3 Control permits, contractors and external providers

Work permits. A permit is mandatory before any intrinsically hazardous task starts and is issued on Form 54 Permit to Work. The Health & Safety Advisor and Environmental Coordinator coordinate its preparation and approval. The task-specific risk assessment, method statement and hazardous substance assessment are approved before the permit is issued, and the permit is closed and handed back when the area is made safe.

Tasks requiring a work permit

Task	Typical legislation to check (UK examples)
Maintenance of process equipment	Machinery and work equipment regulations
Entry into confined spaces	Confined Spaces Regulations 1997
Work with hazardous substances	COSHH Regulations 2002
Work on or near electrical systems	Electricity at Work Regulations 1989
Work at height	Work at Height Regulations 2005
Maintenance, inspection and certification of lifting equipment	LOLER 1998

Externally provided processes, products and services. Controls for supplies and outsourced work are set through Procedure 15 Purchasing & Procurement. For quality, externally provided processes, products and services relevant to the system are controlled. For the environment, those relevant to the intended outcomes of the EMS are controlled or influenced, and we define the type and extent of that control or influence.

#	Action	Owner	Output/record
1	Set environmental and OH&S requirements for goods, equipment, chemicals and services before purchase, including pre-approval of new machinery and hazardous substances.	Health & Safety Advisor	Purchase requirements
2	Communicate relevant operational controls and site rules to suppliers and contractors.	Environmental Coordinator	Contractor induction record
3	Brief contractors, external personnel and visitors on entry controls, hazards, signage, PPE and emergency arrangements, and confirm their competence before they use our equipment.	Health & Safety Advisor	Site induction record
4	Supervise contractor activity and re-evaluate their environmental and OH&S performance.	Operations Manager	Form 27 Supplier Evaluation