EQMS INTEGRATED SYSTEM MANUAL

Integrated System Manual

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

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<Insert your organization name or logo>

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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 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 both standards and in ISO 9000. The terms below are used throughout this manual in the following sense:

Term	Meaning in this manual
EQMS	Our single integrated management system covering quality and environment.
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.
Environmental aspect	An element of our activities, products or services that interacts or can interact with the environment.
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 EQMS. 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 and environmental 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 requires 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 EQMS, 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 12 Contract Review; Procedure 19 Customer Satisfaction
Workers & Contractors	Fair treatment, training, communication, clear instructions	Procedure 08 Competence & Awareness; Procedure 09 Communication
Owners and investors	Profitability, sustainable growth, reputation, managed risk	Procedure 02 Risks & Opportunities; Procedure 22 Management Reviews
External providers	Clear requirements, fair terms, prompt payment, long-term relationship	Procedure 14 Purchasing & Procurement
Regulators and enforcement bodies	Compliance with permits, licenses, environmental law, timely reporting	Procedure 04 Legal & Compliance Requirements
Neighbors and local community	Control of noise, emissions, traffic, and nuisance; emergency preparedness	Procedure 03 Aspect Identification & Assessment; Procedure 18 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 EQMS 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 EQMS

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 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 EQMS and Its Processes

We operate the EQMS 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
Core processes	Sales and contract review; design and development; purchasing; production and service provision; inspection and release; delivery and post-delivery support	Conforming products and services delivered with controlled environmental impact
Support processes	People and competence; infrastructure and maintenance; calibration; documented information and knowledge; communication; internal audit; corrective action; emergency preparedness	Capable people, fit equipment, controlled information and assurance that the system works

A Appendix A — Correlation Matrix

The matrix links each requirement area of ISO 9001:2026 and ISO 14001:2026 to the section of this manual that describes our arrangement and to the procedure that holds the operational detail.

Correlation of requirements

Requirement area	ISO 9001:2026	ISO 14001:2026	Manual	Procedure
Understanding the organization and its context	4.1	4.1	2.2	01
Climate change and environmental conditions	4.1 (climate change determination)	4.1 (environmental conditions)	2.2	01
Needs and expectations of interested parties	4.2	4.2	2.3	01
Climate-related requirements of interested parties	4.2 NOTE	4.2 NOTE 1	2.3	01
Scope of the management system	4.3	4.3	2.4	01
Requirements determined as not applicable	4.3	—	2.4	01
Management system and its processes	4.4	4.4	2.5	01, 20
Leadership and commitment	5.1.1	5.1	3.1	22
Quality culture and ethical behavior	5.1.1	—	3.1	08
Customer focus	5.1.2	—	3.2	12, 19
Policy	5.2	5.2	3.3	22
Roles, responsibilities and authorities	5.3	5.3	3.4	08
Determining risks and opportunities	6.1.1	6.1.1, 6.1.4	4.1	02
Environmental aspects	—	6.1.2	4.2	03
Compliance obligations and legal requirements	—	6.1.3	4.3	04
Actions to address risks	6.1.2	6.1.5	4.4	02
Actions to address opportunities	6.1.3	6.1.5	4.4	02
Objectives	6.2	6.2.1	4.5	05
Planning to achieve objectives	6.2	6.2.2	4.5	05
Planning of changes and management of change	6.3	6.3	4.6	02, 11
Resources	7.1.1	7.1	5.1	06
People	7.1.2	7.1	5.2	08
Infrastructure and natural resources	7.1.3	7.1	5.3	06
Environment for the operation of processes	7.1.4	—	5.4	06
Monitoring and measuring resources	7.1.5	9.1.1	5.5	07

Requirement area	ISO 9001:2026	ISO 14001:2026	Manual	Procedure
Organizational knowledge	7.1.6	—	5.6	10
Competence	7.2	7.2	5.7	08
Awareness	7.3	7.3	5.8	08
Internal and external communication	7.4	7.4.1, 7.4.2, 7.4.3	5.9	09
Documented information: general	7.5.1	7.5.1	5.10	10
Creating, updating and controlling documented information	7.5.2, 7.5.3	7.5.2, 7.5.3	5.10	10
Operational planning and control	8.1	8.1	6.1	11
Life-cycle perspective in operations	—	8.1	6.1	03, 11
Externally provided processes, products and services	8.1, 8.4.1, 8.4.2, 8.4.3	8.1	6.2	14
Contractors	8.4.1	8.1	6.3	14
Customer communication	8.2.1	7.4.3	6.4	12
Determining, reviewing and changing requirements	8.2.2, 8.2.3, 8.2.4	—	6.4	12
Design and development	8.3.1 to 8.3.6	8.1	6.5	13
Control of production and service provision	8.5.1	8.1	6.6	15
Identification and traceability	8.5.2	—	6.6	15
Property of customers or external providers	8.5.3	—	6.6	15
Preservation	8.5.4	—	6.6	15
Post-delivery activities	8.5.5	8.1	6.6	15
Control of changes in production and service provision	8.5.6	6.3	6.6	15
Release of products and services	8.6	—	6.7	16
Control of nonconforming outputs	8.7	—	6.8	17
Emergency preparedness and response	—	8.2	6.9	18
Monitoring, measurement, analysis and evaluation: general	9.1.1	9.1.1	7.1	20
Customer satisfaction	9.1.2	—	7.2	19
Analysis and evaluation	9.1.3	9.1.1	7.1	20
Evaluation of compliance	—	9.1.2	7.3	04
Internal audit	9.2.1	9.2.1	7.4	21
Internal audit programme and audit objectives	9.2.2	9.2.2	7.4	21

Requirement area	ISO 9001:2026	ISO 14001:2026	Manual	Procedure
Management review: general and inputs	9.3.1, 9.3.2	9.3.1, 9.3.2	7.5	22
Management review results	9.3.3	9.3.3	7.5	22
Improvement: general	10.1	10.1	8.1	25
Incident investigation	—	8.2, 10.2	8.2	24
Nonconformity and corrective action	10.2	10.2	8.2	23, 17
Continual improvement	10.1	10.1	8.1	25