

1.0 Purpose

The purpose of this procedure is to ensure processes are in place to undertake effective Internal Audits of NCPL's Integrated Quality, Environmental, OHSE, Asset and Event Management System (IMS) with the objective to:

- Ensure that audits are effectively carried out at prescribed intervals.
- Ensure that audits address any non-conformity with the requirements of NCPL's IMS and ensure that effective implementation of corrective/preventive actions are put in place.
- Ensure that the Integrated Management System conforms to NCPL's and ISO requirements and that it is effectively implemented, maintained, and achieves the policy objectives and targets.
- Ensure that relevant audit results are reported to workers, and, where they exist, workers' representatives, and other relevant interested parties.

2.0 Responsibility

Audit team is identified by Heads of Departments and are responsible for ensuring that audits are carried out at the prescribed intervals in accordance with the procedures that follow:

3.0 Procedures

Heads of Departments shall at the beginning of each year prepare an Internal Audit schedule that ensures that each of NCPL's Departments are audited at 6-month periods.

- Audits to be based on random sampling.
- Audit team to be trained in the basic auditing techniques and cross – department audits to be done by the audit team.
- In exceptional circumstances the 6-month period may be exceeded by up to 3 months.

- The scope of the Audit shall enable objective evidence to be obtained that NCPL's Integrated Quality, Environmental, OHSE, Asset and Event Management System. Specified requirements and procedures are being effectively followed and that any non-conformance or deficiency is identified for corrective/preventive actions to be implemented. With respect to a single department, the audit scope will make every effort to limit the time of a specific audit to one day to avoid potential internal and external customer service failures.
- At each BSR the scheduled Internal Audits for the following six-month period will be distributed and resource requirements considered. In extraordinary circumstances, and where practicable, at least fifteen (15) days written notice is given of the intention to conduct an unscheduled audit. Initially, the auditor may informally contact the Auditee to agree a mutually convenient date and to discuss the audit scope. Confirmation of all such discussions should be made in writing, giving details of the proposed agenda or itinerary and the dates and times of the audit.
- The Heads of Department plan the audits taking into consideration the importance and status of activities and results of previous audits.
- The audit schedule is prepared before the Management Review / BSR Meeting and approved at the BSR meeting.
- The outcome is reported directly to the Department Heads and ultimately to the Chief Executive Officer.
- Any Non-conformances/ Observations identified by the audit shall be discussed with all appropriate personnel to include the Head of Department under audit and the resolution of the corrective action will be determined by the senior manager or responsible executive with a written report provided to the CEO.
- The frequency of audits can be increased as deemed necessary by the Head of Department or Department Heads and CEO to verify conformance with prescribed standards.

- An Internal Audit checklist may be used to help with the audit. The audit checklist can be modified to suit the auditor's needs.
- The Department Heads and CEO may require additional or random audits to be carried out when found necessary because of an IMS Systems Review, or in response to an undesirable occurrence or adverse trend identified within NCPL.
- The Heads of Departments maintains records of all Internal Audits. These records contain the audit plan and non-conformance reports, including verification of corrective actions.
- Records shall be kept available for analysis and reporting and presented at each BSR.

The Internal Auditor:

- Must be independent of any area under audit.
- Is in charge of the audit and issues an audit summary report at the conclusion of the audit.
- Conducts opening and closing meetings.
- Performs the audit in accordance with the internal audit schedule.
- Conducts the audit in accordance with the Audit Scope.
- Uses audit checklists with items applicable to the element being audited from, but not limited to, the following documents:
 - Integrated Quality, Environmental, OHSE, Asset and Event Management System Procedures Manual.
 - The integrated Quality, Environmental, OHSE, Asset and Event Management System Policies Manual.
 - Work Processes (W.P.)
- Audits areas that interface with the area under audit.
- Uses Customer Specific requirements.
- Records any Non-conformance on the Non-Conformance Form.

- Reviews any resulting corrective actions with the auditee during the closing meeting.
- Performs follow up audit to verify implementation of the corrective and preventive action.
- The Auditee/Dept. Head is to be available to the Internal Auditor during the audit.
- The Auditee/Dept. Head is to respond to the corrective action requests in a positive manner and agree a date for completion & verification.
- The Auditee/Dept. Head is to ensure that any agreed action is implemented, effective and sustained to prevent recurrence of the non-conformity.

4.0 External Audit

- An annual External Audit shall be carried out, by a recognized organization to evaluate the activities of NCPL's IMS.
- The Heads of Departments shall liaise with the external auditing body to arrange the date and time, giving staff sufficient notice of the proposed audit date.
- The Auditee/ Heads of Departments shall always accompany the auditor.
- The Audit results shall be recorded and processed in accordance with the internal procedures in 3.0 above as appropriate.

5.0 Records

- Audit schedule.
- Internal/external Audit Reports.
- Divisional/ Departmental Response.
- Auditor Training Record.
- Non-conformance/deficiency reports.

NCPL-IMSP-005
INTERNAL AUDIT PROCESS MAP

