

## 1.0 Purpose

The purpose of this procedure is to ensure processes are in place to undertake effective Management Reviews/ BSR of NCPL's Integrated Management System to:

- Assess continued suitability, effectiveness, and adequacy, of the existing processes and procedures to satisfy NCPL's IMS, policies, objectives, and targets and alignment with the NCPL's strategic direction.
- Report deficiencies and make suggestions for improvements where required.

## 2.0 Responsibility

The Heads of Departments and Senior Managers are responsible for ensuring that Management Reviews / BSR are effectively carried out at the prescribed intervals, in accordance with the procedures that follow:

## 3.0 Procedures

The Management Review / BSR shall be held periodically, or when a significant event, i.e., accident/incident affects NCPL or its affiliates, but at no more than 6 monthly intervals.

- Findings, conclusions, and recommendations for improvement of the IMS shall be properly documented to provide a record of the review.
- Measures intended to prevent recurrence may be circulated, as deemed necessary.
- When considered appropriate, findings of the Management Review / BSR may be circulated as appropriate.
- Reviews may be held over several smaller meetings spread over a period, each meeting dealing with a different topic or an agenda and is attended by the Heads of Departments and other personnel as deemed appropriate.
- An agenda for the Review shall be prepared and circulated to all appropriate personnel prior to the Review.

- Any corrective outputs from the management review meeting shall be actioned as necessary through the nonconformity and corrective action system.
- Management review results shall be summarized, specifying management commitments, and directives.
- Action items shall specify responsible individuals and target completion dates. Affected individuals include those impacted by or responsible for addressing findings.

### 3.1 Management Review Inputs

The meeting must as a minimum address all of the following areas: (and are considered during the development of the BSR agenda)

- The status of actions from previous Management Reviews / BSR Reviews.
- Consideration for updating the IMS in relation to changes in regulations, market demands, etc.
- Internal & External audit results.
- Budget documentation review.
- Resources: people & training, facility, and equipment.
- The extent to which IMS objectives have been met.
- Internal and External issues relevant to IMS processes.
- Review of IMS Review of Policies and Objectives and Targets.
- Changes affecting the IMS Policies and Objectives and Targets.
- Opportunities for improvement.
- Consideration of the performance and effectiveness of NCPL's IMS Processes, including trends and changes in
  - Nonconformities and Corrective Actions.
  - Monitoring and Measuring Results.
  - Fulfillment of compliance obligations and expectations with Legal, Governmental, Interested Parties and other relevant requirements.

- The adequacy of resources for maintaining an effective IMS Management System.
- Relevant communication(s) with interested parties, including complaints.
- The effectiveness of actions taken to address risks and opportunities.

### **3.2 Quality Process Inputs**

- Customer satisfaction and feedback from relevant interested parties.
- Process performance and conformity of products and services.
- Performance indicators and objectives.
- Performance of external providers.

### **3.3 Environmental Process Inputs**

- Significant environmental aspects.

### **3.4 Occupational Health & Safety Process Inputs**

- The needs and expectations of interested parties.
- Risks and opportunities.
- Consultation and participation of workers.

### **3.5 Asset Management Process Inputs**

- Asset Management activity.
- Changes in the profile of risks and opportunities.

### **3.6 Event Management Process Inputs**

- Consideration of the performance and effectiveness of NCPL's IMS Event Management Processes, including trends and changes in:
- External and internal issues that are relevant to the Event Sustainability Management System.
- Information on the event sustainability performance, including nonconformity trends and corrective actions, monitoring and measurement evaluation results.

- Opportunities for continual improvement.
- Evaluations of compliance.
- Communications with interested parties and changes in the expectations of interested parties.
- The extent to which Event objectives and targets have been met.
- Status of corrective and preventive action.
- Changing circumstances, including developments in legal and other requirements related to its sustainable development policy.
- Progress against governing principles of sustainable development and that the Event Management System remains aligned with these principles.
- Management reviews shall assess the need for changes including the statement of purpose and values.
- Review of Event Management Policy Objectives and Targets.
- Changes affecting the Event Management Policy Objectives and Targets.
- For the Event Sustainability Management System to continue to conform to this International Standard, the organization shall ensure, through management review, that it remains aligned with its governing principles of sustainable development relating to event management.

### **3.7 Management Review Outputs**

The outputs of the Management / BSR review may result in decisions and actions related to:

- Continued suitability, adequacy, and effectiveness of IMS Management System in achieving its intended outcomes
- Opportunities for continual improvement.
- Any need for changes to the IMS.
- Resource needs, including human resources.

- Conclusions on the continuing suitability, adequacy, and effectiveness of the IMS in achieving its intended outcomes.
- Decisions related to continual improvement opportunities.
- Decisions related to any need for changes to the IMS, including resources.
- Actions, if needed, when IMS objectives have not been achieved.
- Opportunities to improve integration of the IMS Management System with other business processes, if needed; and
- Any implications for the strategic direction of the organization.
- Top management shall communicate the relevant outputs of Management Reviews to workers, and, where they exist, workers' representatives.

### **3.8 Record Keeping**

As a minimum, the following will be documented:

- Agenda – must include, at minimum, all points listed in the Review Input.
- Date of Review.
- Who performed the review (list of attendees)?
- What was reviewed?
- Result of Review.
- Action Point.
- Assignment of Action Points – together with target completion date.
- Status of Previous Actions.
- Conclusion.
- Performance of subcontractors.
- Incident trends or Quality, Environmental, OHSE, Asset, and Event problems.
- Budget documentation review.
- Customer Complaints – Summary of complaints for trending issues and resulting actions.
- Resources: people & training, facility, and equipment.

**NCPL-IMSP-002**

**Management Review/BSR Process Map**

