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Change History			
Date	Issue	Approved	Reason for Amendment
02/04/2014	1	SN	First issue
03/07/2015	2	CH	Amendments to procedure to reflect audit
01/06/2016	3	CH	Amending procedure to reflect issues / opportunities raised during the recent audit within the 2015 – 2016 schedule.
30/10/2017	4	CH	Amended to reflect the changes and improvements identified in the recent internal audit
18/05/2018	5	CH	Amended Clause 9.3 to state that audit schedules are to be created based upon risk.
14/12/2018	6	CH	Amended references to include ISO 45001:2018. Also amended the procedure to include all changes required which were raised during the audit carried out on 27/11/2018.

1. Purpose

This procedure defines the methods Goody Demolition Ltd will use to plan and implement internal management system audits to verify that its activities comply with ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 and to determine the effectiveness of the management system.

2. Scope

This procedure applies to all components of the Goody Demolition Management System.

3. Responsibility

The Assistant Operations Manager has primary responsibility as defined herein, for implementation of this procedure. Internal auditors have responsibilities to the extent noted.

4. References

- Nonconformities, Corrective & Preventive action Procedure MSP 011
- Internal Audit Schedule Planning workbook
- Internal Audit Report MSF 307
- Corrective Action Plans MSF 307
- Evaluation of Compliance MSF 306

5. Definitions

<u>Audit</u>	systematic, independent and documented process for obtaining “audit evidence” and evaluating it objectively to determine the extent to which “audit criteria” are fulfilled.
<u>Corrective Action</u>	action to eliminate the cause of a detected nonconformity or other undesirable situation.
<u>Nonconformity</u>	non-fulfilment of a requirement.
<u>Objective</u>	goal, in terms of the performance of the management system.
<u>Target</u>	a milestone towards the achievement of an objective
<u>OPI</u>	also known as an Opportunity for Improvement, these are used where it is believed an improvement can be made to the system. These are also used where an issue is raised which isn't a breach of procedure.

6. Measurement of process

6.1. The effectiveness of the internal audit process will be measured by

- Its ability to identify areas of nonconformity and opportunities for improvement.
- Meeting planned arrangements as defined on the audit schedule
- The effectiveness of actions taken to address nonconformities and improvement opportunities.
- Its ability to determine the management system has been properly implemented, is maintained and is effective in meeting the company's policies and objectives.

7. General

7.1. The audit schedule, audit report, and audit findings are management system records. The Operations Manager and Assistant Operations Manager shall maintain these records. The audit report will be copied to the Managers/Supervisors of all audited areas and the Managing Director.

7.2. Goody Demolition Ltd will evaluate compliance with various other requirements in place, these include:

- NFDC
- CHAS
- Safe Contractor
- ConstructionLine
- Builders Profile
- Crusher Permit
- Customer requirements

8. Auditor Qualifications and training

- 8.1. In-house auditors shall be assigned by the company and shall be trained as Internal Auditors. This training will consist of:
- Training in the ISO 9001, ISO 14001, and ISO 45001 standards
 - Training in internal Management System auditing
- 8.2. The company may use an external auditor to conduct its internal audit program; external auditors shall appear on the approved supplier list in accordance with MSP 004 Purchasing Supplier and Subcontractor Control.
- 8.3. The company shall register with a UKAS accredited notified body to conduct third party auditing of management systems and maintain its registration.

9. Audit Schedule

- 9.1. The Assistant Operations Manager shall establish an annual internal audit schedule with assignment for the auditor(s). The schedule shall be recorded in the MS Planning Workbook and communicated to the department managers/supervisors. Internal and external complaints and non-compliances raised by external auditors shall be taken into consideration to assist in prioritising the internal audit schedule, as will the importance of the areas to be audited and current quality, environmental and Health & Safety objectives and targets.
- 9.2. Auditors may not audit their own work. Multiple auditors may be assigned to cover all areas under the management system scope and to prevent auditing of one's own work. In addition, auditors shall not be assigned to audit in their own department if this would impact their objectivity or impartiality.
- 9.3. The audit schedule shall be risk based and consider previous audit findings and the level of risk the process poses to the organisation. Areas of high risk may receive more frequent audits, as might areas with known problems.
- 9.4. The audit program is dynamic, and should be modified to suit the needs of the customer and the company. The Assistant Operations Manager and Assistant Operations Manager shall initiate any necessary schedule revision. As the schedule is revised, the Operations Manager or Assistant Operations Manager shall notify all affected staff with altered dates.
- 9.5. Legal compliance audits will be conducted on an annual basis and each report will contain a review date. These audits may be conducted earlier in the event of an incident resulting from noncompliance or if the legislation is amended.

10. Implementation

- 10.1. The Internal Audit Schedule shall be used to ensure that all processes applicable Goody Demolition are covered within an audit at least once per year.
- 10.2. The audits will be implemented through the use of a list of possible questions (i.e., checklist) for the area being audited. Audits will be focused on processes as opposed to elements. The areas examined shall be

documented in the audit checklist. Note that auditors are not confined to only asking questions from the checklist and must familiarise themselves with the processes to be audited sufficiently to be able to ask more penetrating questions when areas of concern are identified.

- 10.3. The Assistant Operations Manager will assist the audit team in the identification of areas of focus by providing them with previous audit reports, areas of current concerns, and other relevant background information that will help the auditor determine which inputs, resources and activities warrant in-depth evaluation.
- 10.4. Non-conformance to management system requirements shall be described on the Audit Report Summary and documented in the corrective action plan.

11. Reporting of Audit Findings

- 11.1. If the audit results prove the process is compliant to the management system requirements, the audit report will show that no nonconformities were identified.
- 11.2. If the audit results show there is an Opportunity for Improvement (OFI) it will be documented in the Audit Report and corrective action plan. The auditee may or may not respond, however, an OFI benefits the area audited and promotes the compliance of the management system.
- 11.3. If the audit results in discrepancies or non-conformances for the process audited, a corrective action plan will be issued by the Auditor and given to the auditee for action. The nonconformity response due date will be indicated by the Auditor which is agreed with the person responsible. Items that are addressed and verified prior to the completion of the audit may be shown as closed on the Audit Report; however these items must still be listed in the Audit Report.

Corrective actions shall be taken by the Goody Demolition individual responsible for the audited area, and shall be reviewed by the assigned auditor or Assistant Operations Manager to verify their implementation.

12. Effectiveness

- 12.1. The effectiveness of the actions taken to address the audit findings will be conducted by the Assistant Operations Manager at the due date or during the next audit of the area. Verification may require a re-evaluation of the deficient area, or may be achieved by record review or monitoring of metrics. Once the Assistant Operations Manager or auditor determines that all audit non-conformances have been corrected, the Audit schedule within the Planning Workbook will be marked as CLOSED by the Assistant Operations Manager, and filed.