|  |  |
| --- | --- |
|  | Approved by the Order of the Chairman of “Mangistau power distribution Company” JSC №1-03/0083-П dated February 15, 2018  |

**INTEGRATED MANAGEMENT SYSTEM**

**INTEGRATED MANAGEMENT SYSTEM GUIDELINE**

**G-IMS-001-2018**

This document is a property of “Mangistau regional power distribution the Company” JSC. Duplication and distribution is prohibited without written consent of Management Representative on integrated management system.

|  |  |
| --- | --- |
| Developed by:IMS Management Representative\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_2018 | Enacted as of approval date |

|  |  |
| --- | --- |
| **Copy** | **№\_\_\_\_\_\_\_** |

**Aktau**

**Contents**

1. General Provisions…………………………………………………………………………4
2. Normative References……………………………………………………………………...4
3. Terms and Definitions……………………………………………………………………..6
4. Context of the Organization…………………………………………………......................7

4.1. Understanding of Organization and its Context………………………………………………7

4.2. Understanding the Needs and Expectations of Concerned Parties……………………………7

4.3.Management System Scope…………………………………………………………………...8

4.4. Integrated Management System………………………………………………………………8

5. Leadership……………………...……………………………………………………………….9

5.1. Leadership and commitment………………………………………………………………….9

5.1.2. Customer Orientation……………………………………………………………………….9

5.2.1 Setting of Management System Policy………………...…………………………………..10

5.3. Roles, responsibilities and powers in the organization……………………………………...10

6. Planning……………………………………………………………………………………..…11

6.1. Quality Management System and Environment Management System……………………...11

Actions to Respond to the Risks and Opportunities. ………………………………………….....11

6.1.2. Ecological Aspects………………………………………………………………………...11

6.1.3. Assumed Responsibilities…………………………………………………………………12

6.1.4. Actions Planning…………………………………………………………………………..13

6.1.5.Industrial Health and Safety Management System………………………………………..13 Identification of Hazards, Risks Assessment and Identification of Management Practice………13

6.1.6. Energy Management System. Energetic Planning…………..…………………………….14

6.2. Goals in the area of IMS and planning of achieving the goals………………………………14

7. Ensure………………………………………………………………………………………….15

7.1. Resources……………………………………………………………………………………15

7.1.2. Human Resources…………………………………………………………………………15

7.1.3. Infrastructure……………………………………………………………………………...16

7.1.4. Operating Environment of Processes……………………………………………………...16

7.1.5 Resources for Monitoring and Measurements……………………………………………..16

7.1.5.1. General Provisions………………………………………………………………………16

7.1.5.2 Traceability of Measurements……………………………………………………………16

7.1.6. Organizational Knowledge………………………………………………………………...16

7.2. Competence………………………………………………………………………………….17

7.3. Awareness…………………………………………………………………………………...17

7.4. Interactions…………………………………………………………………………………..17

7.4.1. Participation and Consultation…………………………………………………………….18

7.5. Documented Information……………………………………………………………………19

7.5.1. General Provisions………………………………………………………………………...19

7.5.2. Development and Updating………………………………………………………………..19

7.5.3. Documented Information Management……………………………………………………20

8. Processes………………………………………………………………………………………20

8.1. Planning of Uninterruptable and Safe Power Supply Process in QMS……………………..20

8.2. Requirements for Products and Services……………………………………………………21

8.2.1. Creation of Awareness among Customers…….…………………………………………..21

8.2.2. Determination of Requirements Relating to Provision of Uninterruptable and Safe Power Supply……………………………………………………………………………………………21

8.2.3. An-sis of Req-ts Relating to Provision of Uninterruptable and Safe Power Supply………21

8.2.4. Change of Requirements to Products and Services……………………………………….22

8.3. Development and Design of Products and Services…………………………………………22

8.3.1. General Provisions………………………………………………………………………...22

8.3.2. Design and Development Planning………………………………………………………..23

8.3.3. Input Data of Design and Development…………………………………………………...23

8.3.4. Design and Development Controls………………………………………………………..24

8.3.5. Output Data of Design and Development…………………………………………………24

8.3.6. Design and Development Changes………………………………………………………...25

8.4. Managing the External Providing Products and Services…………………………………...25

8.4.1. General Provisions………………………………………………………………………...25

8.4.2. Type and Extent of Control………………………………………………………………..26

8.4.3. Information for External Suppliers………………………………………………………...26

8.5. Production and Services Rendering…………………………………………………………26

8.5.1. Monitoring of Production and Services Rendering………………………………………..26

8.5.2. Identification and Traceability…………………………………………………………….27

8.5.3. Property of the Customers or an External Supplier………………………………………..28

8.5.4. Preservation………………………………………………………………………………..28

8.5.5. Post-Delivery Activities…………………………………………………………………...28

8.5.6. Management of Changes…………………………………………………………………..28

8.6. Release of Products and Services……………………………………………………………29

8.7. Management of Inconsistent Results…………………………………………..……………29

8.8. Planning and Management of IMS performance……………………………………………30

8.9. Readiness to Emergency Situations…………………………………………………………30

9. Assessment…………………………………………………………………………………….31

9.1. Monitoring, Measurement, Analysis and Assessment……………………………………....31

9.1.1. General Provisions………………………………………………………………………...31

9.1.2 Customer Satisfaction………………………………………………………………………32

9.1.2.1. Assessment of Conformance…………………………………………………………….33

9.1.3. Analysis and Assessment………………………………………………………………….33

9.1.4. Accident Investigation……………………………………………………………………..33

9.2. Internal Audit………………………………………………………………………………..33

9.3. Analysis of System Management……………………………………………………………34

9.3.1. General Provisions………………………………………………………………………...34

10. Improvements………………………………………………………………………………...35

10.1. General Provisions…………………………………………………………………………35

1. **GENERAL PROVISONS**

1.1. This Guideline on integrated management system (hereinafter “Guideline”) consists of management system description of “Mangistau power distribution Company” JSC (hereinafter “the Company”) in the sphere of integrated management system (hereinafter “IMS”), and is applicable to Quality management System (hereinafter “QMS”), Environment Management System (hereinafter “EMS”), Energy Management System (hereinafter “EnMS”), Health and Safety Management System (hereinafter “HSMS”) in accordance with international standards ISO 9001:2015 (Standard of RoK ISO 9001-2016), ISO 14001:2015 (Standard of RoK ISO 14001-2016), ISO 50001:2011 (Standard of RoK ISO 50001-2012), OHSAS 18001:2007 (Standard of RoK OHSAS 18001-2008).

1.2. This Guideline determines:

- a field of use of IMS in the Company;

- assignment of responsibility of IMS in the Company and IMS procedures applied in the Company;

- contains references to internal regulations of the Company;

- contains a description of main elements of management system in accordance with requirements of ISO 9001:2015, ISO 14001:2015, ISO 50001:2011, OHSAS 18001:2007.

1.3. The field of use of this IMS Guideline: administrative personnel and production departments of the Company.

Field of distribution of IMS:

- transmission and distribution of electricity.

1.4. All works under this Guideline are under control of Management Representative on IMS.

1.5. IMS Guideline is obligatory to perform by all the Company employees.

1.6. This document is a reference document of the Company, which cannot be presented to third parties except auditors of authorized bodies during managements system audits, and except customer-partners (upon their request) with the permission of the Company’s Chairman.

**2. NORMATIVE REFERENCES**

2.1. This IMS Guideline is developed in accordance with requirements of the following reference documents:

|  |  |
| --- | --- |
| ISO 9001:2015 | Quality management System. Requirements. |
| ISO 14001:2015 | Environment Management System. Requirements and Implementation Guidance.  |
| OHSAS 18001:2007 | Health and Safety Management System. Requirements.  |
| ISO 50001:2011 | Energy Management System. Requirements and Implementation Guidance. |
| ISO 19001:2011 | Guidelines on Management Systems Audit. |
| IRD of IMS | Internal Reference Documents of management systems.  |

* 1. This IMS Guideline determines applicability of the following procedures of management system developed to describe procedures of QMS, EMS, EnMS and HSMS:

|  |  |
| --- | --- |
| PR-IMS-001-2018 | Documentation principles and records administration rules |
| PR-IMS-002-2018 | Records administration principles  |
| PR-IMS-003-2018 | Rules for organization and implementation of IMS analysis on the part of management personnel  |
| PR-IMS-004-2018 | Rules for organization and implementation of IMS internal audits  |
| PR-IMS-005-2018 | Rules for discrepancies monitoring and development of adjusting and preventing measures  |
| PR-IMS-006-2018 | Environmental protection management  |
| PR-IMS-007-2018 | Risks management in the sphere of IMS |
| PR-IMS-008-2018 | Identification of ecological aspects  |
| PR-IMS-009-2018 | Monitoring of compliance with laws on Labor protection and environment  |
| PR-IMS-010-2018 | Organization of acceptance, store handling, storage and dispatch of material assets  |
| PR-IMS-011-2018 | Identification of hazards, risk assessment and identification of management practice |
| PR-IMS-012-2018 | Waste management rules  |
| PR-IMS-013-2018 | Assessment of customers satisfaction |
| PR-IMS-014-2018 | Information interchange management  |
| PR-IMS-015-2018 | Human resources management |
| PR-IMS-016-2018 | Regulation on connection to electrical services of electric customer |
| PR-IMS-024-2017 | Energetic planning rules  |

* 1. There are references to other reference documents applicable in management system on the face of IMS Guideline and annexes hereto.
	2. For easy reference to auditors, beginning from 4 to 10 sections of this IMS Guideline are conforming in numbers and names with sections of international standard ISO 9001:2015, ISO14001:2015.
	3. Abbreviations and contractions applied in this IMS Guideline:

|  |  |
| --- | --- |
| IS | International Standard |
| EMS | Environment Management System |
| IRD | Internal Reference Documents |
| MS | Management System (EMS, HSMS) |
| HSMS | Health and Safety Management System |
| RfMS | Responsible for Management System  |
| EA | Ecological Aspect |
| IHS | Industrial Health and Safety |
| OD | Organization Department  |
| IS | Industrial Safety |
| EP | Environmental Protection |
| ENV | Environment  |
| ES | Extraordinary Situation |
| the Company | “Mangistau power distribution the Company” JSC |

1. **TERMS AND DEFINITIONS**

3.1. Terms and definitions were borrowed from reference documents which are basis for this IMS Guideline and are used in it.

3.2. The following terms are the most frequently used and the most important in this IMS Guideline:

|  |  |
| --- | --- |
| Incident  | An event connected with work, which entailed or could entail an injury, disease or death.  |
| Audit | Systematic, independent and documented process of obtainment of audit evidences and objective assessment of it, with aim to determine level of compliance of agreed audit criteria.  |
| Accident situation  | A variant of occurrence  |
| Industrial health and safety | Conditions and factors which affect or may affect health of safety of employees or workers (including temporary personnel or contractor’s personnel), visitors or other persons at working site.  |
| Hazard | Source, situation or action which may cause injury to people, disease, or both. |
| Hazard Identification | Process of hazard acknowledgement, determination of it features.  |
| Risk | Combination of probability of hazardous situation occurrence or its influence, and injury or death which may take place due to this hazardous situation or its influence. |
| Risk assessment  | Entire process of risk analysis and assessment.  |
| Environmental impact  | Any change of environment, positive or negative, in full or partially is a result of organization ecological aspects.  |
| Ecological aspect | Organization's activities, goods or services element, which may interrelate with environment. |
| Prevention of Pollution  | Application of processes, practical methods, materials, or products which allow avoiding pollution, to less it or struggle with it, to recycle and treat wastes; and change of processes and management mechanisms, effective use of resources and material substitution.  |
| Industrial risks | Hazards and risks in the sphere of health and safety management, and ecological aspects of environmental management system in the Company’s activities.  |
| Context of the Organization | Combination of internal and external factors which may impact an approach of the organization for setting and achievement of goals.  |
| Concerned Party | A person or organization which may affect activities or decision making, or which may be subjected to impact of this activities of decisions.  |
| Risk  | Influence of uncertainty. |
| Energetic planning  | A process aimed at setting of goals and tasks in the sphere of energy and event planning to achieve them.  |
| Considerable use of energy | A case of substantial consumption of energy and/or a case anticipating a possibility to substantially improve energy indicators.  |
| Energetic analysis | Determination of energetic indicators of the organization based on data and other information with aim to identify possible improvements.  |

**4. CONTEXT OF THE ORGANIZATION**

**4.1 Understanding of Organization and its Context**

The Company determines internal and external issues relating to mission and strategic direction, and affecting capability of the Company’s management system to achieve a targeted result. The Company monitors and analyses the information related to these external and internal issues on a regular basis in accordance with reference documents on risks management in the sphere of IMS, DP-ISM-011-2015 “Identification of Ecological Aspects”, ST-ISM-002-2017 “Identification of Hazards, Risks Assessment and Determination of Management Measures”, PR-ISM-024-2017 “Rules of Energetic Planning”, internal regulatory documents of the Company; and in daily activities at the level of senior management of the Company (at meetings held by administration, meetings of the Board, meetings of the Board of Directors, Board of IMS, etc.).

EMS Documentation contains the following subsections: pollution protection of atmospheric air; protection of surface and subterranean waters from pollution and depletion; environment protection in the course of decommissioning wastes; protection of flora and fauna. It contains natural and climatic characteristic of object location territory; types and sources of man-caused impact; nature and strength of impact of future woks on environment components; quantity of environmental resources involved in economic turnover; quantity of generated wastes; assessment of possible incidents’ nature and its consequences.

Environmental impact assessment section contains an estimate of environmental change of state and socio economic life conditions of people living in the area of object location.

**4.2. Understanding the Needs and Expectations of Concerned Parties**

In connection to influence or potential influence of concerned parties on capability of the Company to stably render services conforming requirements of customers and applicable standards, the Company specified:

a) concerned parties relating to management system;

b) requirements (needs and expectations) of these concerned parties in relation to QMS, EMS, EnMS and HSMS.

c) which of these requirements will become accepted by the Company.

Both positive and negative factors affecting organizational context of the Company are taken into account in determination and analysis of internal and external factors.

The following external factors are considered in the course of analysis:

* Financial status of the Company;
* Impact of legal requirements on the Company’s activity;
* Requirements of parties concerned in the Company’s activities;
* Contractors’ activity;
* Society attitude to Company’s activity;
* Environmental requirement to Company’s activity;
* Cultural aspects affecting the Company functioning;
* Other external factors which should be taken into account by the Company in generation of intentions included into mission, perspective, policy and objectives in the sphere of IMS.

Internal factors are analyzed along with external:

* Corporate values of the Company (principles of MS, essential values such as: personal qualities of employees, honesty, openness, practical approach; engagement in team work, frugality; pursuance of renewal, pursuance to growth and learning, provision of profit; health care of future generations and other;)
* Experience and skill of personnel of the Company;
* State of production and non-production infrastructure;
* Applied management and performance methods;
* The level of internal control system;
* Other internal factors which should be taken into account in the course of intentions formation included into mission, perspective, policy and objectives in the sphere of IMS.

**4.3. Management System Scope**

The Company determines borders and applicability of IMS to identify its field of application.

In the course of determination the Company takes into account the following:

1. internal and external issues relating to mission and strategic direction, and affecting capability of the Company’s management system to achieve a targeted result (see Clause 4.1. ISO 9001:2015, ISO 14001:2015, see Clause 4.1. ISO 50001:2011, OHSAS 18001:2007).
2. Requirements of concerned parties relating to management system (see Clause 4.2. ISO 9001:2015, ISO 14001:2015, see Clause 4.2. ISO 50001:2011, OHSAS 18001:2007).

IMS field of application is available for the personnel and for concerned parties. Field of application is kept as documented information.

1. External concerned parties are given a field of IMS application in the form of certificate of conformance of QMS, EMS, EnMS and HSMS to requirement of ISO 9001:2015, ISO 14001:2015, ISO 50001:2011, OHSAS 18001:2007 accordingly, where a field of IMS application is explicitly denoted; and also concerned parties are rendered access to organizational structure of the Company.

**4.4. Integrated Management System**

4.4.1. The Company developed, introduced, maintains and improves an integrated management system, including MS processes and their interrelation.

IMS Guideline is designed to:

- describe identified processes and to set a level of its interrelation in the framework of the Company’s management systems;

- show processes of permanent improvement of ecological indicators of production activity with an aim to save favorable environment;

- show processes of permanent improvement of indicators in the sphere of health and safety, and in the sphere of energy;

- apply it in training IMS personnel;

- provide a systemized IMS documentation;

- demonstrate a conformance of management system to requirements if international standard ISO 9001:2015, ISO 14001:2015, ISO 50001:2011, OHSAS 18001:2007.

The Guideline includes:

- documented field of use and distribution of IMS;

- developed and applied IMS procedures by means references to them.

Assignment of responsibility inside of processes is determined by relevant internal reference documents of the Company.

**5. LEADERSHIP**

**5.1. Leadership and commitment**

Senior management of the Company demonstrates leadership and commitment in management system by means of:

a) admission of responsibility for performance;

b) establishment of policy and objectives in the sphere of IMS taking into account the Company’s context and in accordance with strategic directions of the Company activities;

c) mutualizing of IMS requirements, production processes and interrelated measures and tasks aimed at creation of the Company’s services;

d) providing of resources availability necessary for IMS;

e) making available the information on importance of effective management and conformance with requirements of management system;

f) achievement of targeted results by IMS;

g) involvement, guidance and maintenance of personnel for contribution to IMS effectiveness;

h) promotion for improvement;

i) support of other leaders to demonstrate their leadership in relation to their line of responsibility (participation in governance board, responsibility for issuance of executive documents).

**5.1.2. Customer Orientation**

Senior management of the Company demonstrates leadership and commitment in customer orientation by means of:

a) customers’ requirements, and rules and regulations are stipulated and applied in the framework of QMS (IMS Policy contains information on liability for fulfilling a requirements, requirements of rules and regulations included in QMS processes;

b) risks and potentialities are identified and taken into account which may affect conformance of goods and services, and a capability to satisfy a customer in accordance with risks management internal documents in the sphere of IMS is also taken into account;

c) orientation to customers satisfaction is maintained (IMS Policy contains information on orientation to increase customers’ satisfaction; possibilities to increase customers’ satisfaction are considered in the course of IMS analysis on the part of administration in accordance with PR-IMS-003-2018 “Rules for organization and implementation of IMS analysis on the part of management personnel” and in the course of improvements planning in accordance with DP-ISM-015-2012 “Assessment of customers’ satisfaction”).

**5.2.1. Setting of Management System Policy**

Senior management sets a Policy in the sphere of IMS; when determining QMS, EMS, EnMS and HMMS policies:

a) the context of the Company, including scope and environmental impact of activities, goods, services; a nature and scope of risks in the HSMS sphere of the Company are considered;

b) a basis for goals setting by means of introduction of liabilities and intentions is created, which allowing future development of goals for specific periods of time;

c) environment protection obligations including pollution prevention, and other obligations corresponding to the Company context are included;

d) in the sphere of HSMS and EnMS, obligations to prevent injuries and diseases are included;

e) liabilities and intentions to constantly improve management system and to increase effectiveness indicators in the sphere of IMS are included;

f) liabilities to fulfil legal and other requirements approved by the Company which are related to hazards in the sphere of HSMS, ecological aspects in the sphere of EMS, and energy consumption.

SM Policy is developed as a separate document, and signed by the Chairman of the Management Board of the Company.

Company’s Policy is recorded as documented information in accordance with PR-IMS-001-2018 “Documentation principles and records administration rules”, is disclosed inside of the Company and to concerned parties:

* by means of information boards in administrative buildings of the Company’s departments;
* by means of familiarization of the Company’s personnel and contractors with IMS Policy in the course of health and safety orientation briefing;
* during IMS training;
* by posting of Policy at internal informational resource of the Company;
* by transfer of Policy text to departments of the Company, to contractor during establishment of a contract in the form of annex to it.

**5.3.** **Roles, responsibilities and powers in the organization**

Organizational roles of departments and employees of the Company are determined by organizational structure and organizational documents (Regulation on departments and job descriptions).

Responsibility and powers of senior management are stipulated in the Charter of the Company.

Assignment of responsibility and power of departments, employees, board contributes to senior management of the Company by means of:

* Introduction of responsibility and powers in labor contracts with employees, being concluded in the special order in accordance with internal reference documents in the sphere of human resources, in regulations on departments and job descriptions of the Company’s personnel;
* Issuance of executive documents on personnel responsibility (Orders on responsibility, on creation of collegiate bodies, etc.) in the order specified in PR-IMS-001-2018 “Documentation principles and records administration rules”;
* Introduction of responsibility into internal IMS guidelines in accordance with PR-IMS-001-2018 “Documentation principles and records administration rules”, and into routine documents of main and supportive activities;
* Introduction of responsibility in relation to reporting to senior management on QMS activity, risks management in the sphere of ISM;
* Introduction of responsibility in relation to reporting to senior management on EMS activity, ecological indicators;
* Introduction of responsibility in relation to reporting to senior management on HSMS activity, effectiveness indicators of HS.
* Introduction of responsibility in relation to reporting to senior management on EnMS activity, effectiveness indicators in the sphere of energy consumption;
* Introduction of responsibility for fulfilment of Board decisions, meeting held at different levels of management into correspondent protocols of meetings and proceedings performed in accordance with PR-IMS-001-2018 “Documentation principles and records administration rules”.

The evidence of personnel familiarization with responsibilities and powers is signing of acknowledgement lists of correspondent documents.

**6. PLANNING**

**6.1. Quality Management System and Environment Management System. Actions to Respond to the Risks and Opportunities.**

6.1.1. In IMS planning, the Company considers questions of organizational context (see Clause 4.1. ISO 9001:2015, ISO 14001:2015), the needs and expectations of concerned parties (see Clause 4.2. ISO 9001:2015, ISO 14001:2015), and identifies risks and potentialities in relation to quality, EA of the Company, assumed responsibility, and hazards and risks in HS, EnMS with aim to achieve targeted results in IMS.

Identification and analysis of risks of potentially emergency situations including that may have environmental impact or negative consequences in EMS, EnMS, and HSMS. Management order of emergency situations is performed in accordance with internal regulatory documents of the Company in part of management of emergency situations and response to it.

Identification and analysis of risks and planning of actions on risks and potentialities is performed in accordance with internal documents on risks management in IMS. Risks maps are designed, key risk indicators, risk appetite and schedule of measures on Company’s risks management are determined in the Company.

**6.1.2. Ecological Aspects**

Relying upon that the connection between ecological aspects and environmental impact is a connection of cause and effect, and any environmental aspect is connected to Company’s activity element which may have environmental impact, the procedure DP-ISM-011-2015 “Identification of EA” is designed, documented and maintained in working condition in the Company, which describes a method of identification and categorization of ecological aspects of Company’s activity. By means of special criterion, the Company identifies those aspects which have or may have significant environmental impact (significant EA).

The following stages of identification of ecological aspects of the Company are considered in the procedure DP-ISM-011-2015 “Identification of EA”:

* Stage of activity selection so that impact is rather substantial and field-specific for correct understanding;
* Identification of ecological aspects of chosen activity aspect (product or service);
* Identification of environmental impact of identified ecological aspect;
* Assessment of the significance of impact for every identified ecological aspect;
* Categorization of ecological aspects by relevance;
* All amendments including planned ones or in new projects, and new of modified products, services or activity are considered;
* Extraordinary circumstances and reasonably foreseeable emergency situations.

Unscheduled reconsideration of register of identified ecological aspects is conducted in the following cases:

* Introduction and improvement of processes;
* Learning to use new technologies or new equipment;
* Introduction of new product, new projects;
* Use of new kind of raw materials, etc.

The Company is communicated with all employees at different levels and positions about significant EA. The evidence of personnel familiarization with EA (EA Register) is signing of acknowledgement list of correspondent documents.

**6.1.3. Assumed Responsibilities**

The Company performs identification, actualization and provides access to statutory and other requirements which are fulfilled by the Company willfully or obligatory , which are applicable to Company’s EA, hazards, risks in the sphere of HS, and in the sphere of significant use of energy.

The Company established and maintains in working condition the procedure of identification and access to statutory and other legal requirements applicable to the activity in the sphere of health and safety, ecology, energetics; this procedure is contained in DP-ISM-012-2016 “Monitoring of statutory requirements fulfilment in the sphere of health and environment protection, energetics”.

In the framework of these procedures, the Company established a procedure of important information renewal about statutory requirements, and the procedure to familiarize personnel and concerned parties with information about amendments in correspondent documents.

The Company establishes and maintains in working condition a list of all laws in the sphere of IMS applicable to Company’s activity with aim to assist keeping track of legislation requirements.

Applicability of all above mentioned requirements to the activity is determined by means of analysis of specified requirements and existing status. Results of this analysis are used as input information in development of objectives and tasks, programs in the sphere of HSMS, EMS, EnMS.

Statutory and other requirements assumed by the Company in the sphere of IMS include:

1. Legal and regulatory requirements of the Republic of Kazakhstan in the sphere of quality, health and safety, ecology, energetics;
2. Sanitary regulations, construction norms requirements and other regulatory documents in the sphere of quality, health and safety, ecology, energetics;
3. Requirements of local authorities and society;
4. Various conventions, for example, in relation to greenhouse gases;
5. Laws and bylaws, energetic programs and plans of the state, development strategies, etc.
6. Requirements in the sphere of IMS;

The Company is communicated with all employees working with Company’s responsibility and other concerned parties about statutory and other requirements in the sphere of IMS.

**6.1.4. Actions Planning**

The Company plans actions in relation to significant EA, assumed responsibilities, risks and potentialities by means of:

* Actions planning to achieve ecological objectives;
* Providing of resources to create, introduce, maintain and constantly improve of IMS;
* Establishment of managerial criterion for the processes;
* Control and affect the outsourcing;
* Establishment of managerial aids in designing and developing the procedure of product release;
* Determination of requirements for purchasing in relevant cases;
* Determination of need to distribute information on potentially significant environmental impacts;
* Emergency preparedness;
* Monitoring, measurement, analysis, and assessment of ecological indicators, indicators in the sphere of industrial HS, indicators of energetic effectiveness.

**6.1.5. Industrial Health and Safety Management System. Identification of Hazards, Risks Assessment and Identification of Management Practice.**

To identify existing hazards, assess risks and introduce necessary management practice in the Company, the procedure ST-ISM-002-2017 “Identification of hazards, risk assessment and identification of management practice” is documented and maintained in working condition.

Results of risk assessment are documented in accordance with ST-ISM-002-2017 after job safety analysis.

The following are taken into account in hazards identification and risks assessment:

* Ordinary and special activities;
* Activity of personnel having access to working places (including contractors and visitors);
* People behavior, abilities and other human factor;
* Identified hazards arising exteriorly the working place, which may negatively affect health and safety of persons who under management of the Company;
* Identified hazards arising closely to working place as a result of operational activity which is under management of the Company;
* Infrastructure, equipment and materials at working place;
* Changes or potential changes in the Company, its activity or materials;
* Changes of industrial HSMS including temporary changes and its impacts on operation, processes, and types of activities;
* Any applicable legislative liabilities in relation to risk assessment and introduction of necessary management practice;
* Design of working space, processes, facilities, mechanisms/equipment, operational procedures and organization of production process including its adaptation to human abilities.

Relevant management practice is indicated for every inadmissible risk, which is supposed to decrease a risk of correspondent occurrence.

In addition, it is necessary to follow the following hierarchy in decision making:

* Elimination of hazard;
* Replacement (use of less hazardous material, equipment or a process);
* Engineering management method (decrease of frequency of works, shielding of hazard and other);
* Identification by signs; warnings and/or managerial system and procedures (notifying, prohibiting and other signs; working space protection; permitting system, additional procedures and instructions; additional training; additional supervisory control and other);
* Use of individual safety equipment (helmets, gloves, respirators and other).

Results of identified hazards and assessed risks are permanently actualizing, particularly in the following cases:

* In planning of new works (and in production modernization);
* Ordinary and special types of activities;
* In organization of entire personnel work, having access to working place (including contractors and visitors);
* in use of equipment by third parties;
* and other.

With aim to maintain industrial HSMS, the Company is guided by statutory instruments in the sphere of work safety “Rules for obligatory scheduled qualification of industrial facilities with respect to working conditions” (approved by the order of Minister of Health and Social Development of RoK №1057 dated December 28, 2015); Law of RoK “On civil protection”, Law of RoK “Labour Code”, policies and procedures of the Company (activity and profession types instructions) and other.

**6.1.6. Energy Management System. Energetic Planning.**

To identify effectiveness assessment criteria of energetic planning and energetic analysis process in the Company, the procedure PR-IMS-024-2017 “Energetic Planning Rules” is documented and maintained in working condition.

Original (basic) values of energetic characteristics (hereinafter – “basic level”) is determined at the first stage using an information of energetic analysis for the specific period of time if consider a usage and consumption of energy by the organization.

Basic level is documented in the form of records in accordance with correspondent annex PR-IMS-04-2017 “Energetic Planning Rules”.

To monitor and measure energy performance it is necessary to identify indicators of energy performance suitable for the Company.

Indicators of energy performance are indicated in correspondent annex PR-IMS-04-2017 “Energetic Planning Rules”.

If there are any discrepancies revealed during monitoring of energy performance, in accordance with PR-IMS-005-2018 “Rules to monitor discrepancies and to develop adjusting and preventing measures”, reasons for such discrepancies should be revealed and corrective measures should be taken.

**6.2. Goals in the area of IMS and planning of achieving the goals.**

6.2.1. Goals in the area of IMS are developed in result of IMS analysis from on the part of management in accordance with PR-IMS-003-2018 “Rules for organization and implementation of IMS analysis on the part of management personnel” for a calendar year on the basis of Strategic Development Plan and Policy in the sphere of IMS. IMS goals are set for correspondent functions, levels and processes of IMS.

The following are provided in IMS goals setting:

1. conformance of goals with IMS Policy;
2. measurability;
3. observability;
4. considering applicable requirements;
5. familiarization of executive personnel with goals;
6. monitoring;
7. updating of goals when necessary.

In IMS goals development, the Company should consider its financial, operational and other requirements, and legislative requirements and other requirements which were agreed to conform by the Company.

6.2.2. In development of actions plans aimed at achievement of IMS goals the following should be determined:

* what will be done;
* what resources will be in need;
* who will be responsible;
* when it will be finished;
* the way of results assessment.

**7. ENSURE**

**7.1. Resources**

The Company determines and provides resources necessary for creation, introduction, maintenance and constant improvement of IMS. The main resources determining IMS processes effectiveness are:

* human resources;
* resources required for creation of functional context of processes;
* resources required for monitoring and measurements;
* resources required for provision of organizational knowledge.

The head of the Company is fully responsible for provision of IMS with resources. Partial responsibility and relevant powers for provision of IMS with resources may be delegated to officers of the Company by decision of the head of the Company.

**7.1.2. Human Resources**

Senior management of the Company from time to time analyzes organizational structure and staff composition of the Company with aim to actualize, to decrease risks in the sphere of personnel. A need in human resources for QMS processes functioning is included into personnel schedule of the Company being formed as established procedure determined by internal documents on human resources management.

Personnel department accomplishes search and hiring of personnel in accordance with approved personnel schedule and job specifications determined in employment positions instructions of Company’s personnel.

**7.1.3. Infrastructure**

Required infrastructure is determined in the course of IMS analysis and provided through plans of improvement and assessment of customer’s satisfaction.

Infrastructure of the Company includes facilities, general utilities, work equipment, equipment, computers and copying-and-duplicating machines, communication tools and transport. Processes maps of the Company describe management processes for main types of infrastructure owned by the Company.

**7.1.4. Operating Environment of Processes**

Operating environment of processes is achieved by:

* internal information exchange system to provide required operating environment (LG-BCV-016-2014);
* purchase of equipment, materials and services to create functional environment;
* maintenance of adequate level socio psychological relationship in Company’s collective;
* maintenance of environmental conditions;
* provision of safe labour conditions (HSMS, EMS, EnMS).

**7.1.5 Resources for Monitoring and Measurements**

**7.1.5.1. General Provisions**

Means of measurements used in the Company are controlled in accordance with processes on measurement equipment and measurement tools management.

The Company determines a technical specification and configuration of required software prior to purchase of the equipment. Incoming quality control of purchased equipment includes verification in part of conformance with technical specification and configuration management to insure it practical applicability.

The Company uses only licensed software.

**7.1.5.2. Traceability of Measurements**

Traceability of measurements is ensured through verification of applied means of measurement in qualified certifying laboratory accredited to verify measurement tools. Purchase of verification services is accomplished in accordance with procedures establish by law.

**7.1.6. Organizational Knowledge**

The Company determines a knowledge necessary for personnel to ensure processes effectiveness.

Job descriptions contain requirements to knowledge.

To provide organizational knowledge, the Company:

* introduces learning of internal and external documents by new employees during a period of probation;
* provides personnel access to internal and external documents by means of dispatch of documents copies;
* assigns resources for further training of Company’s personnel.

**7.2. Competence**

The Company determines requirements to personnel competence which are included into job descriptions of employees in the course of functional analysis of organizational structure and division of powers between employees.

Prior to hiring of new employees, human resources department together with immediate supervisors of newly hired workers approves a conformance of above mentioned to specifications of job in accordance with internal regulatory document on human resources.

As an established procedure, probation period is performed in accordance with internal regulatory documents on human resources to confirm a competence of newly hired employees.

The Company identifies a need of organizational knowledge necessary for competence maintenance in the sphere of IMS, and provides access to organizational knowledge of workers by means of advanced training of personnel in accordance with internal regulatory documents on human resources, and keeps documented information to prove competence.

**7.3. Awareness**

The Company ensures awareness of all staff and non-staff employees, including contractual workers on:

1. IMS Policy by familiarization of workers with signing of acknowledgement sheet, dispatch to departments of the Company of policy copies in accordance with established procedure, by online publishing of Policy at Company’s site, by means of information boards in administrative and production buildings of the Company (see PR-IMS-001-2018 “Documentation principles and records administration rules”, PR-IMS-003-2018 “Rules for organization and implementation of IMS analysis on the part of management personnel”), introduction of policy fulfilment obligations into contracts and agreements if required;
2. Significant EA and corresponding existing or potential environmental impacts connected with their work;
3. Significant hazards and risks in the sphere of industrial HS, existing or potential consequences from their operational activity in the sphere of industrial HS;
4. areas of significant energy consumption, and indicators of energetic effectiveness in the sphere of EnMs;
5. Company’s contribution into management system effectiveness, including advantages of IMS indicators improvement, effectiveness of IMS risk management;
6. Consequences of nonconformance to management system requirements through introduction of relevant regulations into job descriptions of employees, and conducting of explanatory work on possible consequences of nonconformance at meetings and board meetings at different levels by supervisors of top and medium levels of management protocoled in accordance with PR-ISM-001-2018 “Documentation principles and records administration rules”.

**7.4. Interactions**

External information traffic of the Company includes:

* Answering incoming letters of Company from controlling entities, customers, enterprises, persons and other, interested in receiving information from the Company in the course of official correspondence;
* Provision of access to information about Company’s activity for any concerned in this information parties through web-sites, participation in conferences, meetings, round robins, and other meetings, by means of issuance of promotional materials, brochures, etc.;
* Provision of reports on Company’s activity to supervising, regulatory and other authorized bodies and organizations to receive reports by any means of communication;
* Provision of information to employees of the Company for interconnection with customers, their legal representatives and external organizations and bodies in day-to-day operations.

Any information being directed through official correspondence is sent to external parties in accordance with PR-IMS-001-2018 “Documentation principles and records administration rules”.

Responsibility and powers of officers and employees of the Company to provide information to external parties is determined by Company’s management through indorsements on incoming letters (internal memos), in the course of meetings, issuance of orders/decrees, introduction of powers into job descriptions, spoken assignments, introduction of relevant provision into internal regulatory documents (for system processes of interconnection with external parties).

Processes of internal information exchange are established in internal regulatory documents of Company’s MS including PR-IMS-016-2018 “Information interchange management”, or by Company’s management order (an order, protocol resolution, and spoken assignment). Responsibility for information provision is set in internal regulatory documents, organizational documents (provisions on departments and job instructions), or by Company’s management resolution.

The following communication means are used in the information exchange processes:

* telephones;
* E-mail;
* the Internet;
* fax;
* automated systems/programs;

For separate types of information, Company’s management establishes access limitation and prohibition on information disclosure (by issuance of relevant orders and decrees; by access limitation to documents containing confidential information; by orders of non-disclosure taken from personnel, introduction of security codes to informational systems, shutting of access to free use of communication means, and other statutorily compliant methods).

**7.4.1. Participation and Consultation**

The Company ensures employees’ participation through:

a) corresponding involvement into process of hazards identification, risks assessment and management method identification (ST-ISM-002-2017);

b) corresponding involvement into occurrences investigation;

c) involvement into Policy analysis, development and analysis of goals in the sphere of HSMS;

d) consulting from part of responsible persons (management representative on management system, heads of departments, safety engineers) on any changes which may affect health and safety of employees and/or contractors;

e) representation in discussion of HS questions (responsible representative from the Company);

The Company developed procedures and maintains it in working condition which ensure communication with personnel on professional safety, and procedures of information acquiring from personnel and concerned parties (ST-ISM-002-2017, briefings, meetings, internal memos and other).

Participation of Company employees in HSMS questions discussion is documented and kept in the form of meeting protocols held both inside of the Company, and due to the initiative of customer (contractor). Company’s employees are involved into process of development and analysis of procedures, identification of hazards for relevant risks management (ST-ISM-002-2017), and are informed on representative activity on issues in the sphere of industrial HS, and also about specially appointed management representative on management systems.

The Company insures (when it is applicable) involvement of concerned parties (contractors, public authorities, etc.) into consulting works on HSMS questions.

**7.5. Documented Information**

**7.5.1. General Provisions**

Management system of the Company includes:

* documented information to maintain processes functioning:
* external regulatory documents (regulatory legal acts, command and control instrument of superior bodies, regulatory and administrative documents of authoritative and competent bodies, etc.);
* internal regulatory documents (standards, regulations, rules, etc.);
* organizational documents (organizational structure, regulations on departments, collegiate bodies, responsible persons, job descriptions);
* informational documents (references from technical file of the Company, printed periodical publications, articles and publications at official and non-official web-sites, materials of conferences, round robins, symposiums, etc.);
* documented information to ensure confidence that processes are performed in a way it was planned (records); the Company uses forms and templates established by external regulatory documents, and introduces relevant internal regulatory documents applicable in the framework of IMS forms.

**7.5.2. Development and Updating**

In the framework of IMS, the Company develops and updates of internal regulatory documents (IRD), organizational documents, and forms of applied records.

Development and Updating processes of IRD, organizational documents, and records forms are described in PR-IMS-001-2018 “Documentation principles and records administration rules”, IRD of IMS on processes.

Above mentioned procedures establish:

Requirements to identification and description of documented information (document code; name;

-data and author of development, approval and validation; number of edition);

-format and media of documented information;

-order of analysis and approval on usefulness and adequateness.

**7.5.3. Documented Information Management**

7.5.3.1. Documented Information management is performed in the Company through application of requirements stipulated in PR-IMS-001-2018 “Documentation principles and records administration rules”, IRD of IMS on processes.

Performance of processes of documented information management in accordance with above mentioned IMS procedure ensures that:

-documented information is available and useable when and where it is necessary;

-documented information is protected at adequate level (from loss of confidentiality and sustainability).

The procedures set an order of:

a) provision of availability for users of relevant versions of documented information being applied;

b) identification and storage of documents in places of its appliance;

c) analysis and updating, and re-approval of documented information, provision of changes identification and identification of current state of documents review;

d) identification, storage, protection, recovery, registration and withdrawal of documented information.

Documented information of external origin is identified and managed:

* in accordance with PR-IMS-001-2018 “Documentation principles and records administration rules” (entered in the course of official correspondence);
* in accordance with PR-IMS-001-2018 “Documentation principles and records administration rules” (entered in the form of purchased literature and printed periodical publications).

Documented information kept as objective evidence of conformance is protected from casual changes through proper records in indexed registered records, responsibility identification for safe-keeping, transfer of documents in the file of the Company in accordance with PR-IMS-002-2018 “Records administration principles”.

**8. PROCESSES**

**8.1. Planning of Uninterruptable and Safe Power Supply Process in QMS**

8.1.1. Planning of Uninterruptable and safe power supply process should be agreed with requirements of other IMS processes on the basis of data from customers, bidding specification, complaints, requirements of supervising authorities, and requirements of public standards and regulations.

8.1.2. Project budget program is drawn up at the basis of plan with indication of need to purchase goods and services.

**8.2. Requirements for Products and Services**

**8.2.1. Creation of Awareness among Customers**

Processes informing customers include:

1. provision of information in relation to Company’s services:
* through official web-site of the Company, issuance of brochures (booklets), publication of articles in mass media, participation in conferences, symposiums, round robins, meetings with customers, etc.;
* by provision of access to information on Company’s activity at informational boards in buildings and facilities of the Company;
* by introduction of relevant provisions into contracts/agreements concluded with customers, concerned parties of the Company;
1. presentation of information on feedback receipt procedure (conduct of questionnaire) and procedure of complaint and demands generation, and further consideration of it;
2. presentation of information on procedure of customers property handling;
3. presentation of information to customers on action in unexpected circumstances (in accidents and emergency situations, unexpected occurrences, etc.);

Responsibility for informing customers is determined by organizational documents of departments and employees of the Company.

Actions to inform customers are included in working plans of Company’s departments.

**8.2.2. Determination of Requirements Relating to Provision of Uninterruptable and Safe Power Supply**

8.2.2.1. Determination of requirements relating to provision of uninterruptable and safe power supply from the part of customers is accomplished on the basis of bidding technical specification, establishment of contract between the Company and customers, by means of questionnaire of customers in accordance with PR-IMS-013-2018 “Assessment of customers satisfaction”, maps processes of the Company on establishment of contracts for energy transmission.

8.2.2.2. Work scope is determined on the basis of bidding technical specification.

8.2.2.3. Determination of statutory and regulatory requirements relating to provision of uninterruptable and safe power supply is accomplished through the analysis of ST RK, GOSTs, SNiP and specification requirements being in force at that period of time.

**8.2.3. Analysis of Requirements Relating to Provision of Uninterruptable and Safe Power Supply**

In the course of analysis of requirements for services, the Company analyzes:

1. requirements and expectations of customers;
2. requirements and expectations in accordance with priority orientations of energetics development in the Republic of Kazakhstan; requirements and expectation of employees of the Company; internal requirements established by management of the Company;
3. requirements of statutory instruments, regulatory documents in the sphere of energetics, requirements of local executive bodies;
4. requirements of contracts on activities;

Results of requirements analysis are decisions connected with changes in development strategy of the Company, with resources allocation, organization of activity, decisions on development/amendment of internal regulatory and organizational documents, contracts with Company’s partners.

Documented information used in analysis and documented evidences of conducted analysis of requirements for services are formed by responsible departments and employees into relevant indexed registered records in accordance with PR-IMS-002-2018 “Records Management”.

The Company should document:

1. analysis of requirements and expectations of concerned parties according to procedure stipulated in PR-IMS-007-2018 “Risks management in the sphere of IMS”;
2. any new requirements for services of the Company analyzed in the course of planned analysis from the part of management in accordance with PR-IMS-003-2018, and in the course of unscheduled meetings of collegiate bodies of the Company.

**8.2.4. Change of Requirements to Products and Services**

If requirements to services of the Company are changing, departments and officials (whose activity is touched by introduced changes) initiate introduction of changes into internal regulatory and organizational documents in accordance with procedures stipulated in PR-IMS-001-2018 “Documentation principles and records administration rules”. Decisions on changes in requirements to services may be contained in Plans of activities improvement, may be a result of analysis from part of management accomplished in accordance PR-IMS-003-2018, and on protocols of meetings of collegiate bodies of the Company (meetings of Management Board, meeting of Board of directors, etc.).

**8.3. Development and Design of Products and Services**

**8.3.1. General Provisions**

In the frameworks of IMS, the Company performs the following actions aiming at safe functioning and effective development of electrical networks in Company’s activity area:

* introduction and implementation of investment projects;
* development and introduction of new technologies;
* increase of connected customers and extension of services territory;
* increase of total capacity of power transformers;
* increase of total length of power lines;
* decrease of actual losses of electrical energy in electrical networks, etc.

Solutions on design, as a rule, are a one of directions of strategic development of the Company. “Regulation on technical policy of JSC “Mangistau power Distribution Company” is developed in the Company.

In accordance with provisions of the Regulation, a set of technical documentation (standards of the Company, regulations and standards) determining the priorities of use of technical solutions of the Regulation in the course application of power supply networks facilities, implementation of new construction programs, integrated technical re-equipping and facilities reconstruction taking into account innovative and perspective development of company power grid.

Effectiveness of proposed technical solutions and technologies is not considered in the Regulation. Calculation of efficiency and choice from set of technical solutions proposed in the Regulation is performed at the stage of actual design.

In the achievement of optimal results of technical activity of the Company the most important is formation of its priorities focused on modernization and development of its main funds, algorithms of functioning using proven progressive and innovative technologies in domestic and foreign electrical energy industry. Mentioned approach is an essence of technical policy of the Company, reflects its relevancy of step-by-step development in modern conditions taking into account the use of previously adopted requirements.

**8.3.2. Design and Development Planning**

**8.3.2.1. Design Planning** is performed by responsible officials of the Company, strategy development department and corporate management of the Company:

* to perform the analysis of nature, length and complexity of activity on development and introduction of new type of works taking into account input requirements to design and development; in addition, it is necessary to take into account risks of design and development connected with personnel competence required for infrastructure services rendering, demand of new services, passing of administrative permitting procedures in executive and authoritative bodies, adequate supply of library stock, necessity to have licenses, approvals, certificates, etc.;
* to determine stages of design including stages of analysis, inspection and approval;
* to determine a way and a person to inspect and approve design results (departments, officials, collegiate bodies taking into account an established competence);
* to assign responsible persons and execution period of design stages, assign power to responsible persons (decision on creation of special work group may be made);
* to make an analysis of expenses (internal and external resources) for design (may include resources to attract competent external specialists, leasing of premises, equipment, adjustment of measuring instrument, licensing, purchase of literature, etc.);
* to determine a procedure of management and interaction between responsible persons for design stages performance (assigns responsible person or department from the part of senior management, who will control the process of design and manage a process of in day-to-day activities);
* to identify amount of control of design process;
* to determine a list and format of documented information which should be presented by responsible representatives for design stages in the capacity of acknowledgement of planned works performance (this may include regulations and rules of works in the framework of new project, other types of internal regulatory documents and organizational documents, and documents issued by external competent and authoritative bodies: permissions of power supply and sanitary and epidemic control bodies, fire protection bodies, executive bodies, licenses and certificates for implementation of activities, etc.).

A department or an official responsible for control of design process and design process management from part of senior management may develop a work plan on services development in the form applicable to bring the responsibility for works performance to attention of responsible officers, and monitoring of its performance.

**8.3.3. Input Data of Design and Development**

The input data of design and development of Company’s services are:

1. conceptual and application requirements;
2. information received from previous similar design and development works, both in the Republic of Kazakhstan, and in other countries;
3. regulatory and legal requirements, including administrative documents of superior, authorized agencies;
4. standards and working rules which are accepted by the Company for implementation, including requirements of internal regulatory IMS documents, agreements with partners and other standards and working rules which are accepted by the Company for implementation;
5. potential consequences of refusals connected with particularities of products and services;
6. analysis of current state of Company’s business;
7. other information of products.

**8.3.4. Design and Development Controls**

Design and development controls of Company’s services are:

1. performance control of planned actions of development plans at different levels of management: from part of officials of the Company, responsible departments (control of day-to-day activity, presentation of completion reports to Company’s managements);
2. analysis of results evaluation of actions on development;
3. inspection (verification) of development results conformance to established input requirements (approval of developed documents from part of competent departments and officers of the Company);
4. acceptance/certification (validation) of design results from part of collegiate bodies (completion reports about development at Company’s meetings);
5. taking measures on problems revealed in the course of monitoring, analysis, inspection and approval of the results;
6. maintenance in working condition of documented information on monitoring, analysis, inspection and approval of the results of development, and taking measures on revealed problems (completion reports, meetings protocols, orders and decrees of management, subscriptions and approvals at developed documents).

**8.3.5. Output Data of Design and Development**

The output data of design and development of Company’s services are:

* technical maintenance schedule of distribution networks;
* annual maintenance schedule of overhead electric lines;
* procurement plan of products, materials and components;
* technical documentation;
* production scheme;
* engineering drawings;
* manufacturing instructions in production;
* standard of organization;
* monitoring and control program, frequency;
* information on personnel competence;
* acceptance certificates and other documentation.

Output data should conform to input data.

**8.3.6. Design and Development Changes**

Changes in developed services are made through changes of regulatory documents (internal regulatory, organizational and destination documents).

Changes being made pass through:

* analysis from part of concerned departments and officials (with aim to exclude unintended negative consequences for the Company and prevention of possible problems in the course of services rendering);
* inspection (verification) from competent officials (with aim to exclude a failure to comply established statutory and regulatory requirements, satisfying of which is obligatory for the Company);
* approval (validation) from part of management and collegiate bodies of the Company (with aim to exclude integrity violation of IMS, resources loading confirmation, etc.).

The results of analysis, inspections and approval are reflected in meeting protocols of the Board, the board of Directors, IMS Council and other collegiate bodies, and in approval pages (signatures) of documents.

**8.4. Managing the External Providing Products and Services**

**8.4.1. General Provisions**

To ensure conformance of processes, products and services externally provided to requirements established in the Company, the Company applies management tools (see Clause 8.4.2.) in relation to:

* products and services from external suppliers intended to include into native services (material assets creating the infrastructure of the Company, consumables, services on advanced training, communication services, etc.);
* products and services rendered directly to customers by external suppliers on behalf of the Company (services of external teachers, services on organization of conferences, etc.);
* processes or parts of processes transferred to external supplier by decision of the Company (processes transmitted to outsourcing on product testing, providing of the Internet, disinfection, removal of wastes, etc.);

Procurement is performed in accordance with annual procurement plan formed at the basis of requests from responsible departments of the Company in accordance with approved budget, taking into account a business plan, income and expenditures budget.

Departments initiated procurement in coordination with the department responsible for state procurements identify a criteria for assessment, choice, activity supervision and subsequent assessment of external suppliers based on their ability to provide resources, products and services in accordance with requirements established by the Company (technical requirements for purchased processes, products and services, and requirements for a supplier allowing assessment of reliability and stability of a supplier are established).

The Company keeps documented information (records) confirming assessment of suppliers, objectiveness of choice of a supplier taking into account its compliance to requirements to processes, and also records confirming the monitoring of processes, products and services rendered by suppliers (in accordance with PR-IMS-002-2018 “Records Management”).

**8.4.2. Type and Extent of Control**

Common requirements to purchased products are determined in technical specifications which are prepared by procurement initiators – departments of the Company. Requirements to specific procurement are established by necessity and usually include the requirements to characteristics and certification of products and services, and the requirements to personnel qualification and procedures.

Input monitoring of quality of products, works and services is performed in accordance with internal instructions and provisions of concluded contracts.

Responsible persons for formation of technical requirements to purchased processes, products and services and requirements to supplier are assigned from amongst competent departments and Company’s personnel by Company’s management by means of administrative documents; the department responsible for procurement determines a period of application for procurement, establishes a form of procurement application which ensures inclusion of correspondent criteria to assess and choose suppliers; procurement process is controlled by the management of the Company and in the course of internal audits, effectiveness of procurements is assessed in the course of IMS analysis.

**8.4.3. Information for External Suppliers**

The Company established the following requirements to ensure adequacy of requirements to supplier of processes, products and services in the course of technical specifications formation:

1. technical requirements to purchased processes, products and services (quality indicators, safety, requirements to duration of works, to contents of works, etc.);
2. requirements to processes, products and services approval (certifications, declarations, accreditation certificates, licenses, consent documents, etc.); requirements to supplier allowing assessment of reliability and stability of supplier (working experience, positive feedbacks, recommendations, own physical infrastructure, etc.);
3. requirements to competence and qualification of personnel (certificates of competency, proofs of competency, training certificates, etc.);
4. requirements to interaction of a supplier and the Company (on assignment of responsible executors, participation in joint actions, etc.);
5. requirements to quality control system and safety of provided processes (on provision of products/services delivery schedule, implementation of works, forms and time of reports, etc.);
6. requirements to inspections, approvals and validations of supplier’s conformance to Company’s requirements from part of the Company (inspections of facilities in the course of rental contract conclusion, monitoring of works implementation, etc.).

Above mention requirements are included into contracts concluding with suppliers. Assessment of requirements completeness included into a contract is analyzed by competent employees of the Company.

**8.5. Production and Services Rendering**

**8.5.1. Monitoring of Production and Services Rendering**

Services rendering management of the Company is accomplished by:

1. granting of access for departments to documented regulatory information on main and supporting processes of IMS:
2. internal regulatory and organizational documents (by means of dispatch of documents copies to Company’s departments in accordance with PR-IMS-001-2018;
3. archival documents (if required);
4. regulatory documents from supervisory bodies by means of distribution;
5. information collection fund and periodical informational publications;
6. regulatory legal acts by means of copies dispatch, provision of access to the Internet (official web-sites), by posting on the corporate web-site of the Company;
7. documents containing characteristics and target indicators;
8. distribution and allocation of resources to perform processes (provision of consumables, provision of technological documentation, for competent staff and scheduled advanced training, keeping of proper production conditions;
9. implementation of control, monitoring and measurements of processes performance and indicators of process at different management levels in day-to-day activities;
10. allocation and maintenance of infrastructure in proper condition (preventative and remedial maintenance, inspection of equipment before use, etc.);
11. procurement of processes, products and services required to maintain processes in working condition;
12. approval (validation) of services and processes by means of:
13. implementation of activities effectiveness analysis according to the results of the month, quarter, calendar year;
14. results assessment planned actions implementation established in plans from part of Company’s management;
15. analysis implementation of activities by collegiate bodies of all level by means of reports hearing at meetings (proceedings);
16. establishment of rules of internal labour regulation, risks assessment connected with human factor by means of management decisions making at all levels of management;
17. processes implementation in accordance with requirements established in management system.

To ensure activities monitoring, the Company documented the main requirements to key production processes in internal regulatory and organizational documents stipulated in IRD of IMS of the Company.

**8.5.2. Identification and Traceability**

Company’s services are identified by objects, designation of the works, and existence of documented information in accordance with normative and technical documentation. This provides a traceability required for services identification.

The production is identified from arrival time of application of customers, concerned parties at all stages of production or delivery in accordance with established internal regulatory documents.

Traceability is applied in relation to production processes, environmental conditions, control and tests, personnel implementing production processes and monitoring.

Identification is performed by supervisors of departments responsible for identification after every inspection, control or testing.

Purchased materials pass through the input control, and documented information on carried out actions which are performed in accordance with approved production list subjected to input control is kept.

Traceability is ensured by means of records keeping on activities performed. In the course of development of internal regulatory documents of IMS in accordance with the requirements of PR-IMS-002-2018, developers of IRD include forms of records into documents, keeping of which will allow providing process traceability.

**8.5.3. Property of the Customers or an External Supplier**

The Company is out of concern for customer’s property during all period of time when it is under responsibility of the Company. For example, such property of the customer is:

* intellectual property of the customer – drawings, documentation;
* data in contracts including banking information, cost of services, products, etc.

If required, customers transfer their property by means of issuance of acceptance reports on surrender of property. In this case, the Company transfers customer’s property to customer by means of acceptance reports after usage of the property. The Head of the relevant department is responsible for exploitation and preservation of conformance. In cases connected with loss customer’s property, damage or recognition of unworthiness to use, responsible representative informs the customer through official communication channels.

In accordance with IMS requirements, creating awareness, safety orientation, and training are performed in the Company routinely.

**8.5.4. Preservation**

Actions required to preserve the conformance of services is identified in relevant regulatory documentation. In particular, they include: packaging, storage of components for mounting in warehouse at definite temperature, loading and unloading of equipment.

Rules for mounting, transportation of materials and equipment are stipulated in schedules of technical maintenance and electric equipment repair.

Loading and unloading works are performed by trained personnel using special technical tools which may prevent damage or harm of products.

There are established loss norms in electric power lines. In the case of excess of loss norms, responsible officials of the Company monitor and control the losses for immediate operational decision.

**8.5.5. Post-Delivery Activities**

The Company undertakes a responsibility for post-delivery activities connected with products in cases of assumption of obligations under product supply agreements, or customers’ demands.

In determination of the scope of post-delivery activities, the Company identifies:

1. risks connected with products and services;
2. nature, use and proposed life cycle of products and services;
3. feedback from customers;
4. statutory and regulatory requirements.

Post-delivery activities may include a warranty provision, contractual obligations, such as maintenance and additional services, processing or final recycling.

**8.5.6. Management of Changes**

Proposals and recommendations of the departments and employees of the Company on changes in production processes service rendering are considered and analyzed at scheduled proceedings held by senior management of the Company and other collegiate bodies.

In accordance with PR-IMS-003-2018, the analysis of need of production processes and services rendering change is performed in the course of analysis of IMS.

The changes may be caused by legislation change, regulatory requirements, comments and suggestions of customers in relation to quality and safety, revealed inconsistences in the course of internal and external inspections, possibilities for improvement, and be related to work performance procedure, responsibility distribution, applied methods and processes documenting.

Decisions to make changes as the result of analysis are recorded in protocols of collegiate bodies’ proceedings, in decisions from the part of management.

Changes are made by means of document reissuing, regulating a process subjected to be changed.

The reference to cancelled regulatory documents (if were earlier issued) should be created in the process of changes making by means of issuance of regulatory documents.

Making of changes in internal regulatory and organizational documents is made in accordance with the procedure stipulated in PR-IMS-001-2018.

**8.6. Release of Products and Services**

The Company accomplishes planned actions at relevant stages for verification of compliance with requirement to products and services. The evidences of conformance to acceptance criteria are saved.

Release of products and services to customer should not be implemented as long as planned measures on conformance verification are not completed, unless otherwise approved by relevant responsible person, or where applicable, by customer. Documented information should ensure traceability of a person approved the release of products and services to the customer.

**8.7. Management of Inconsistent Results**

**8.7.1.** To identify and isolate nonconforming products aimed at prevention of unintended use, the Company applies a process documented in PR-IMS-005-2018 “Rules for discrepancies monitoring and development of adjusting and preventing measures”.

Management of nonconforming products is performed with aim to identify further actions on nonconforming products, which may eliminate the discrepancy.

Records on nonconforming products are kept in the form of acts, registered and brought to executors’ attention. These records are used to manage nonconforming products.

In the case of revel of nonconforming products after its delivery to customer, the Company takes measures proportionate to consequences:

* notification of relevant concerned parties, if required (for example, statutory and regulatory bodies, customers and/or ultimate customer);
* measures sequence which should be taken.

**8.7.2.** Documented information on discrepancies is kept and managed in accordance with PR-IMS-002-2018 “Records management”.

**8.8. Planning and Management of IMS performance**

Policy implementation in the area of IMS is reached with the help of establishment and maintenance in working conditions of procedures related to operations and measures of operations management which may affect the environment, and management of identified hazards, where it is necessary to use the methods for risks management in the area of industrial HS and EnMS. Availability of documented procedures, when its absence may entail a deviation from the IMS policy, such as:

* procurement (management methods connected with purchased products, works and services is produced in accordance with procurement criteria);
* conclusion of contracts;
* loading, unloading and storage of products;
* production processes and processes of technical maintenance;
* acquisition, construction and modification of property;
* familiarization of suppliers and contractors with relevant methods (procedures) in accordance with identification procedures of ecological aspects, hazards identification, risks assessment and identification of management action, power planning.

The Company plans all types of activities in the framework of EMS, HSMS, EnMS to ensure its implementation in specified criterion by means of:

* establishment and maintenance in working condition of documented procedures meant for situations when absence of the procedures, instructions may cause deviations from Policy and goals in the area of IMS;
* operational management methods which applicable to the Company and its activities (these methods are established in manufacturing regulations, procedures and instructions of the Company);
* establishment and maintenance in working condition of procedures connected with identified important ecological aspects, significant hazards and risks in the sphere of industrial HS, consumption of Company’s energy and processes, and message passing on relevant procedures and requirements to suppliers and contractors;
* keeping of documented information as an evidence of planned functioning of processes.

**8.9. Readiness to Emergency Situations**

The Company developed and maintains in working condition the procedures on responsiveness to emergencies with an aim to identify a possibility of accidents and responsiveness to it; and procedures on prevention and mitigation of environmental impacts, mitigation and decrease of negative consequences in the area of IMS which may be connected with these situations.

Plans of liquidation and emergency response are developed in the Company.

A procedure or instruction may be an additionally developed for every potentially emergency situation or accident. Supporting equipment and materiel for emergency response are identified and are in the right quantities in accordance with legislation requirements. Periodically, equipment is checked for continuous availability. The list of supporting equipment and materiel for emergency response are placed in places of accident conditions. Operational commission of the Company may be created to check supporting equipment and materiel for emergency response actions. The results of inspections are made in the form of acts for analysis and review of procedures relating to readiness of the Company to emergency situations and response to it, especially after initiation of accident or emergency situation.

**9. ASSESSMENT**

**9.1. Monitoring, Measurement, Analysis and Assessment**

**9.1.1. General Provisions**

The Company developed and maintains in working condition the procedures on regular monitoring and measurement of main characteristics of activity processes including those which may significantly affect the environment, effectiveness of indicators of industrial HS (effectiveness of management methods, effectiveness of proactive measures and respondent measures), EnMS.

These procedures including reporting, reporting frequency are subjected by requirements of the legislation of the Republic of Kazakhstan on production ecological control and monitoring, indicators in the area of industrial HS, power consumption.

 The Company identifies what is necessary subjected to monitoring and measurements, collects and analyzes the following data:

* information on customers satisfaction (comments, questionnaires);
* information on suppliers as an procedure established by procurement rules;
* information on products conformance to established requirements;
* information on effectiveness in the area of IMS including summary tables of technical indicators of production sites work; reports on activity, estimates results and supervising, etc.);
* information from external sources on tendencies, new technologies, changes in requirements and consumers’ comments, etc.

Documented information on monitoring and measurements is kept and managed in accordance with requirements of PR-IMS-002-2018 “Records management”.

The main objects of production environmental control are:

* natural resources and raw products, materials, chemicals used in the production;
* sources of wastes generation, including stage of manufacturing, workshops, working sites, technological processes and separate technological stages;
* objects of temporary wastes accumulation;
* sources of pollutant emissions to the atmosphere;
* storages and warehouses of raw products, materials and chemicals;
* systems of water recycling and circulating water supply;
* environmental objects placed beyond limits of buffer area;
* system for warning, localization and liquidation of accidents consequences leading to negative environmental impact;
* plans for environmental protection measures.

Internal regulatory documents of EMS, HSMS, EnMS are developed in the Company like Work Safety Management System (WSMS) Environmental Protection Management System (EPMS) and other.

Production environmental control is performed by means of:

* operational monitoring;
* emissions monitoring;
* impacts monitoring.

Monitoring and measurements results are reflected in reports of departments provided in accordance with decree of superior management, in protocols of proceedings of collegiate bodies of all levels, annual reports of departments:

* dynamics of environmental emission;
* implementation of actions on minimization of negative environmental impact;
* information on economic factors affecting effectiveness of environmental management;
* summary data on Environmental Monitoring Program (EMP);
* report on actual emissions to environment;
* information on ecological indicators in the area of stable development;
* report on nature protection measures and Kazakhstani content;
* forms of reports on wastes movement;
* report on industrial traumatism;
* report on labor state and industrial safety;
* report on state of nuclear safety;
* report on conformance with labor legislation;
* and other.

In relation to these procedures, registration (records) of information is performed to monitor implementation, proper measures on operative control and conformance of goals and programs in the sphere of IMS in the Company.

If required, the Company uses the relevant services of accredited organizations (laboratories) in the course of production environmental control and monitoring.

Equipment used for monitoring and measurements is maintained in working condition. Documented information on management of monitoring and control equipment is kept.

Responsibility and frequency of monitoring is determined by correspondent internal regulatory, organizational and executive documents of Company’s IMS.

Documented information monitoring and measurements is kept and managed in the Company in accordance with PR-IMS-002-2018 “Records management”.

**9.1.2. Customer Satisfaction**

Monitoring of customers’ uptake of the implementation level of its needs and expectations by the Company is identified by:

* face-to-face meetings of senior management of the Company with customers;
* conduct of questionnaire;
* data collection from web-site of the enterprise and other.

**9.1.2.1 Assessment of Conformance**

According to assumed obligation to conform, the Company maintains in working condition the procedure of scheduled assessment of conformance to applicable statutory requirements in accordance with the requirements of PR-IMS-011-2017 “Identification of hazards, risk assessment and identification of management practice”, PR-IMS-008-2017 “Identification of ecological aspects”. In addition, the register of statutory requirements of the Republic of Kazakhstan applicable in production activity in accordance with PR-IMS-009-2018 “Monitoring of compliance with laws on Labor protection and environment”

**9.1.3. Analysis and Assessment**

The Company conducts the analysis of monitoring and measurements results by all main processes of IMS with aim to assess:

* provision of processes with equipment;
* availability of technological documentation;
* results of tests conducted in accredited laboratory;
* Effectiveness of plans implementation, etc.

The following is used in analysis:

* Data of monitoring of planned actions implementation;
* Data of measurements of processes quality and activities being performed;
* Results of control of suppliers’ implementation of contractual obligations;
* Results of internal audit of IMS;
* Results of monitoring of customers satisfaction;
* Status of corrective measures on established discrepancies.

Analysis and assessment of monitoring and measurement results by all main processes of IMS is made at meetings of the Company by senior management.

**9.1.4. Accident Investigation**

Accident investigation is accomplished according Labor Code of the Republic of Kazakhstan.

Accident investigations should be held in an established period of time. If required in corrective or preventive action it is necessary to follow the requirements of PR-IMS-005-2018 “Rules for discrepancies monitoring and development of adjusting and preventing measures”.

Results of accident investigation is documented and maintained in working condition in accordance with Labor Code of the Republic of Kazakhstan, PR-IMS-011-2017 “Identification of hazards, risk assessment and identification of management practice”, PR-IMS-002-2018 “Records Management”.

**9.2. Internal Audit**

The Company implements internal inspections (audits) of IMS in accordance with approved schedules according to PR-IMS-004-2018 “Rules for organization and implementation of IMS internal audits” containing the information on responsibility and requirements to planning and audits implementation, and to reports and keeping of documented information (records) on audits.

**9.2.2.** Internal inspections (audits) are planned taking into account the status and importance of inspected processes and segments. Every inspection has a developed inspection program, where the criteria, application field and audit methods are identified.

In the result of inspections by internal auditors, reports on internal audits are executed which ae brought to attention of departments and officials responsible for processes and segments being inspected.

These departments and officials should immediately develop corrective measures on discrepancies revealed in last audits, and confirm its effectiveness in repeat audit.

Internal inspections may be performed only qualified internal auditors of correspondent competence according to PR-IMS-004-2018 “Rules for organization and implementation of IMS internal audits”.

Documented information on internal audits is kept and maintained in the Company in accordance with the requirements of PR-IMS-002-2018 “Records Management”.

**9.3. Analysis of System Management**

**9.3.1. General Provisions**

The process of IMS analysis is implemented in accordance with PR-IMS-003-2018 “Rules for organization and implementation of IMS analysis on the part of management”.

The senior management analyses IMS of the Company at least once annually with an aim to provide its permanent applicability, adequacy and effectiveness.

Documented information on IMS analysis is maintained in working condition in accordance PR-IMS-002-2018 “Records Management”.

In preparation of input data for IMS analysis the following is considered:

* Status of actions subsequent upon previous IMS analysis;
* Changes of external and internal questions relating to QMS, EMS, EnMS, HSMS;
* Needs and expectations of concerned parties including assumed obligations;
* Native significant EA;
* Risks and possibilities;
* The level of goals achievement in the area of IMS;
* Information on ecological indicators, HSMS indicators, energetic effectiveness indicators;
* Discrepancies and corrective actions;
* Results of monitoring and measurements;
* Fulfilment of assumed obligations;
* Results of audit;
* Sufficiency of resources;
* Information on feedback from concerned parties, including complaints;
* Results of participation and consultations in the sphere of industrial HS;
* Status of accident investigation;
* Changed circumstances including changes in statutory and other requirements relating to EMS, HSMS, EnMS;
* Reports on actions performance, tasked to departments (responsible) for a year being analyzed;
* Possibilities of improvement.

Control of input data preparation for IMS analysis is accomplished by responsible person for IMS, PRIMS.

Output data of IMS analysis include decisions on:

* Applicability, adequacy and effectiveness of IMS;
* Possibility of permanent improvement;
* Making changes in Policy in the sphere of IMS (if required), in documentation, IMS, IMS effectiveness indicators.
* Goal setting of the Company in the sphere of IMS;
* Increase of effectiveness of IMS through processes improvement, resources allocation and other.

The Company made the annual report for calendar year 2017, containing a complete overview of activities results and achievements of JSC “MRPGC” from January 1 to December 31, 2017, including the sphere of IMS.

**10. IMPROVEMENTS**

**10.1. General Provisions**

The Company constantly improves the results of its activities by means of:

* Policy and Goals in the sphere of IMS;
* Personnel involvement into working groups of internal audit for permanent improvement of IMS;
* Analysis and assessment of monitoring results at meeting of collegiate bodies of the Company and making decisions on improvements.

**ACKNOWLEDGEMENT LIST**

|  |  |
| --- | --- |
| Reference number |  |
| Name of document |  |
| Number of edition  |  |

|  |  |  |
| --- | --- | --- |
| Item № | Date | Read and understood  |
| Position  | Name and surname  | Signature |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |