Integrated Management System Manual
دليل نظم الإدارة المتكاملة
(IMS Manual)

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EDECS
إيديكس الدولية للهندسة والمقاولات ش م م
EDECS EL Dawlia for Engineering & Contracting

Revision history and Approvals

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Review and Approval Distribution list & Signature

	Name:	Position:	Signature:	Date
Prepared by	Mr. Mohamed El Manawhly	Senior QA Specialist		14/6/2021
Review and check by	Eng. Mohamed Biomy	Quality Manager		12/6/2021
Review by	Eng. Mohamed Badr	HSE Manager		14/6/2021
Approved by	Dr. Mahmoud Hassanen	Vice-Chairman		14/6/2021

List of common Acronyms

Acronym	Stands For
ISO	International Company for Standardization
EDECS	El Dawlia for Engineering & Contracting
QMS	Quality Management System
EMS	Environmental Management system
OHSMS	Occupational Health and Safety Management system
IMS	Integrated Management system
PDCA	Plan , Do , Check ,and Act
PEST	Political – Economic – Social – Technological
SWOT	Strengths, Weaknesses, Opportunities, and Threats.
KPIs	A Key Performance Indicators (KPIs)
QA	Quality Assurance
HSE	Health , Safety and Environment
DC	Document Control
NCR	Non-Conformance Report

Table of Contents:

1. Welcome to EDECS

EDECS El Dawlia for Engineering and Contracting was established in 1995 as a general civil engineering construction company focusing on heavy civil engineering works. The company has continued in this field with expansion in dredging, marine works, roads, bridges and hydraulic stations and also possessing the latest and most advanced equipment for excellence in these areas.

Over 1 billion Egyptian Pounds worth of projects have been completed & delivered with a further over 430 million Egyptian Pounds ($ 55 million) backlog of projects to be completed in 2016.

Over the last 20 years, with the value of completed projects exceeding one billion Egyptian Pounds ($ 180 million), EDECS has become a significant player in marine, infrastructure, soil improvement, and earth-moving construction works in Egypt.

Building on our success in delivering projects to governmental and private sector clients with highly appreciated performance in terms of quality, safety, time, and cost, we extended our operations to Saudi Arabia (as an investment company) specializing in marine works with plans to further extend our operations to other Middle East and Gulf states.

EDECS has been prequalified with major clients, professional bodies, and international contractors operating in the region and is fully registered and licensed to work on large-scale projects.

EDECS is registered as a Grade 1 construction company with the Egyptian Federation for Construction & Building Contractors and as a Grade 2 construction company in Saudi Arabia which puts us as one of very few companies that are licensed to bid and construct solely or jointly for large scale projects (unlimited size) in our areas of specialization.

Quality Policy

Quality Policy	سياســـة الجــــودة
EDECS El Dawlia for Engineering and Contracting was established in 1995 as a general construction company specialized in civil engineering works.	تأسست شركة إيديكس الدولية للهندسة والمقاولات عام ١٩٩٥ كشركة عامة للإنشاءات متخصصة في أعمال الهندسة المدنية.
EDECS is committed to integrating a Quality Management System implemented in accordance with the requirements of ISO 9001:2015, and clients' requirements. This is achieved via providing necessary resources to maintain the Quality Management System and continual improvement, identifying and reviewing quality objectives, and meeting internal requirements as well as clients' expectations.	تلتزم شركة إيديكس بدمج نظام إدارة الجودة الذي يتم تطبيقه وفقًا لمتطلبات المواصفة الدولية ايزو ٩٠٠١:٢٠١٥ ومتطلبات العملاء عن طريق توفير الموارد اللازمة للحفاظ على نظام إدارة الجودة والتحسين المستمر، تحديد ومراجعة أهداف الجودة، وتلبية المتطلبات الداخلية ومتطلبات العملاء.
The quality policy is communicated within the company and among interested external parties, and all company employees are committed to it.	يتم نشر وتعميم سياسة الجودة داخل الشركة ومع الأطراف الخارجية المعنية ويلتزم بها جميع موظفي الشركة.

EDECS Quality Objectives: -

- Meeting agreed clients' requirements in the most effective way through providing a high standard of managerial and technical expertise.
- Working with company's suppliers and subcontractors in order to accomplish projects with the highest quality, safety, and environmental standards.
- Complying with relevant local and international regulations, and contract requirements.
- Continues improvement to sustain business continuity.

أهداف الجودة لشركة إيديكس: -

- تلبية متطلبات العملاء المتفق عليها بأكثر الطرق فعالية من خلال توفير مستوى عال من الخبرة الإدارية والفنية.
- العمل مع الموردين ومقاولي الباطن بهدف إنجاز المشروعات بأعلى معايير الجودة والسلامة والحفاظ على البيئة.
- الالتزام بالتشريعات المحلية والدولية ذات الصلة، اللوائح، ومتطلبات العقود.
- التحسين المستمر لضمان استمرارية الأعمال.

EDECS ensures the attainment of these objectives via: -

- Effective planning and quality assurance to accomplish clients' requirements.
- Employing experienced workforce with determination to professionally work with clients, sub-contractors, suppliers, and consultants to achieve planned targets.
- Providing proper training to company staff to understand and adhere to the needs and responsibilities of quality management system and modern techniques.
- Implementing necessary control measures to reduce as low as reasonably feasible.
- Identifying areas and opportunities for continuous improvement.

EDECS ensures that the Quality Management System attains client satisfaction, and business sustainability which is the core focus of the company management.

EDECS management periodically reviews the quality policy to ensure its suitability to achieve the quality objectives.

تسعى شركة إيديكس إلى ضمان تحقيق هذه الأهداف من خلال: -

- التخطيط الفعال وضمان الجودة لتحقيق متطلبات عملاء الشركة.
- تعيين موظفين أكفاء وذوي خبرة لديهم العزيمة والتصميم للعمل مع عملاء الشركة والمقاولين من الباطن والموردين والاستشاريين بطريقة احترافية لتحقيق الأهداف المخططة.
- تدريب موظفي الشركة بهدف فهم احتياجات ومسؤوليات إدارة الجودة والتقنيات الحديثة والالتزام بها.
- تنفيذ تدابير الرقابة اللازمة لتقليل المخاطر إلى أدنى حد ممكن.
- تحديد المجالات والفرص للتحسين المستمر.

تحرص شركة إيديكس أن يحقق نظام إدارة الجودة رضاء العملاء واستدامة الأعمال التي تعد جوهر توجهات إدارة الشركة.

تقوم إدارة شركة إيديكس بمراجعة سياسة الجودة بشكل دوري للتأكد من ملاءمتها لتحقيق أهداف الجودة.

Vice-Chairman

Dr. Mahmoud A. H. Hassanen

May 2021

نائب رئيس مجلس الإدارة

د. محمــود عبد الحميد حسنيــن

مايــو ٢٠٢١

Ref. QMP-01 Rev.01 – Date 04 May 2021

Environmental Policy

EDECS EL Dawlia for Engineering & Contracting

Environmental Policy	السياسـة البيئيـة
EDECS recognizes that day-to-day operations can affect environment both directly and indirectly.	تدرك شركة إيديكس الدولية أن العمليات اليومية يمكن أن تؤثر بشكل مباشر وغير مباشر على البيئة.
EDECS aims to protect and improve environment through deploying integrated environmental management, and adopting best environmental practices wherever possible. EDECS ensures integrating environmental considerations into business decisions, and adopting greener alternatives wherever possible throughout all operations.	تهدف شركة إيديكس إلى حماية البيئة والعمل على تحسينها من خلال دمج الإدارة البيئية المتكاملة واعتماد أفضل الممارسات البيئية حيثما أمكن ذلك. كما تحرص الشركة على أخذ الاعتبارات البيئية في قرارات أعمالها واعتماد بدائل أكثر مراعاة للبيئة حيثما أمكن ذلك في جميع العمليات.

In all company's activities, EDECS aims to: - | تهدف شركة إيديكس في جميع أنشطتها إلى: -

- Fully comply with all legal requirements, regulations, and codes of practice relevant to environment protection.

- Attempt to prevent pollution to land, air, and water.

- Reduce water and energy use.

- Minimize waste and increase recycling processes wherever possible amongst company customers and suppliers.

- Identify and manage environmental risks and hazards.

- Involve clients, partners, suppliers, and subcontractors in the implementation of company environmental objectives.

- Provide proper training to enable employees to deal with their specific areas of environmental control.

- Improve environmental efficiency with regard to company's transportation and travel operations.

All EDECS employees share responsibility to achieve the objectives stated within this policy.

EDECS management periodically reviews this environmental policy to ensure its suitability for environmental protection objectives.

- الالتزام الكامل بجميع المتطلبات القانونية، اللوائح، وقواعد الممارسة المهنية المتعلقة بحماية البيئة.

- العمل على منع تلوث الأرض والهواء والمياه.

- ترشيد استخدام المياه والطاقة.

- تقليل النفايات وزيادة عمليات إعادة التدوير حيثما كان ذلك ممكنًا بين عملاء وموردي الشركة.

- تحديد المخاطر البيئية وإدارتها.

- إشراك العملاء والشركاء والموردين والمقاولين من الباطن في تنفيذ أهداف السياسة البيئية للشركة.

- توفير التدريب المناسب لتمكين الموظفين من التعامل مع مجالات الرقابة البيئية الخاصة بهم.

- تحسين الكفاءة البيئية فيما يتعلق بعمليات النقل والسفر الخاصة بالشركة.

يشارك جميع موظفي شركة إيديكس الدولية مسؤولية العمل على تحقيق الأهداف الواردة في هذه السياسة.

تقوم إدارة شركة إيديكس بمراجعة سياستها البيئية بشكل دوري للتأكد من ملاءمتها لأهداف حماية البيئة.

Vice-Chairman

Dr. Mahmoud A.H. Hassanen

May 2021

نائب رئيس مجلس الإدارة

د. محمود عبد الحميـد حسنـين

مايو ٢٠٢١

Health & Safety Policy

Health & Safety Policy

This Health and Safety (H&S) Policy Statement covers the design and construction of EDECS EL Dawlia for Engineering & Contracting projects.

EDECS is committed to adopting and applying an effective health and safety program that protects company staff, subcontractors, property and the public from accidents.

EDECS employees at every level, including management, are aware of their role in regard to the H&S policy, and therefore responsible and accountable for the company's overall safety program. Full and active participation by everyone, every day, in every job is necessary for the health and safety among all workers on job sites.

EDECS aims to maintain a zero-harm workplace through continuous improvement of safety policy as well as loss control.

To accomplish this, EDECS has set the following objectives for Health and Safety Management:

- Maintaining full compliance with applicable local Labor Law H&S requirements.
- Achieving zero lost-time accidents.
- Ensuring that all accidents (if any) are recorded, reported, investigated, & followed up
- Ensuring that all workforce working at project sites are H&S inducted.
- Minimizing occurrences of accidents by maintaining H&S continuous improvement program.
- Maintaining a proactive monitoring of H&S program performance to achieve occupational health and safety objectives.

Health and Safety Management System focuses on: -

- Ensuring compliance with all applicable Egyptian HSE laws, regulations, rules, codes of practice, and permit conditions.
- Minimizing adverse effects, and promoting positive outcomes of company's operations.
- Providing necessary resources, education, skills, and motivation to ensure consistent implementation of this policy throughout the stages of projects.
- Maintaining effective channels of communication with all HSE regulators and projects stakeholders.
- Utilizing HSE criteria in the selection process of all contractors working on EDECS projects.

EDECS team periodically reviews this policy statement to ensure they remain relevant to the project activities and to deal with all risks as well as to ensure continuous improvement.

All workforce working on EDECS projects are committed to comply with this policy.

Vice-Chairman

Dr. Mahmoud A. H. Hassanen

May 2021

Ref. HSP-01 Rev.01 – Date 04 May 2021

سياســـة الصحـة والسـلامة

يتناول بيان سياسة الصحة والسلامة هذا أعمال التصميم والتشييد الخاصة بمشروعات شركة إيديكس الدولية للهندسة والمقاولات.

تلتزم شركة إيديكس بتبني وتطبيق برنامج فعال للصحة والسلامة يكفل حماية موظفي الشركة، المقاولين من الباطن، ممتلكات الشركة، وكذلك جميع الأشخاص من الحوادث.

يدرك جميع موظفي شركة إيديكس بكافة مستوياتهم بما في ذلك إدارة الشركة دورهم فيما يخص سياسة الصحة والسلامة مما يجعلهم مسؤولين ومحاسبين فيما يخص برنامج الشركة الشامل للسلامة. وبناءً على ذلك، فإن المشاركة التامة والفاعلة من الجميع في كل يوم وفي كافة الأعمال تعد ضرورية لصحة وسلامة كافة العاملين في مواقع العمل.

تهدف إيديكس إلى توفير بيئة عمل خالية تمامًا من المخاطر من خلال التحسين المستمر لسياسة السلامة بالإضافة إلى التحكم بالخسائر.

لتحقيق ذلك، قامت شركة إيديكس الدولية للهندسة والمقاولات بوضع الأهداف التالية لإدارة الصحة والسلامة:

- الالتزام التام بمتطلبات قوانين العمل المحلية المعمول بها فيما يخص الصحة والسلامة.
- الحد من وقوع الحوادث التي ينتج عنها فقدان لساعات العمل.
- التأكد من توثيق كافة الحوادث (إن وجدت) والإبلاغ عنها وإجراء تحقيقات بشأنها ومتابعتها.
- التأكد من تلقي جميع العاملين بمواقع المشروعات التدريب اللازم في مجال الصحة والسلامة.
- الحد من وقوع الحوادث من خلال الالتزام ببرنامج الصحة والسلامة والعمل على تحسينه بصورة مستمرة.
- الحفاظ على طريقة مراقبة استباقية لأداء برنامج الصحة والسلامة تحقيق أهداف السلامة والصحة المهنية.

يركز نظام إدارة الصحة والسلامة على الجوانب التالية:-

- التأكد من الالتزام بجميع القوانين المصرية الخاصة بالصحة والسلامة والبيئة، وكذا اللوائح، القواعد، وإجراءات قواعد مزاولة الأعمال، وشروط الحصول على التصاريح.
- الحد من الآثار السلبية وتعزيز الجوانب الإيجابية في عمليات الشركة.
- توفير الموارد اللازمة، التعليم، المهارات، والتحفيز لضمان التنفيذ المتسق مع هذه السياسة خلال مراحل المشروعات المختلفة.
- الحفاظ على قنوات اتصال فعالة مع جميع المنظمين لشؤون الصحة والسلامة والبيئة والجهات المعنية والفاعلة بالمشروعات.
- استخدام معايير الصحة والسلامة والبيئة في عملية اختيار المقاولين العاملين بمشروعات الشركة

تقوم إدارة شركة إيديكس الدولية للهندسة والمقاولات بمراجعة بيان سياسة وأنظمة الصحة والسلامة بصورة دورية لضمان مواكبتها لأنشطة وأعمال المشروعات والتعامل مع كافة المخاطر، وكذلك لضمان التحسين المستمر لهذه السياسة والأنظمة ذات الصلة.

يلتزم جميع العاملين بمشروعات شركة إيديكس الدولية للهندسة والمقاولات بالعمل بالاتساق مع هذه السياسة.

نائب رئيس مجلس الإدارة

د. محمود عبد الحميـد حسنين

مايو ٢٠٢١

Integrated Management Policy

Integrated Management System Policy	سياسـة نظام الإدارة المتكامل

EDECS El Dawlia for Engineering and Contracting was established in 1995 as a general civil engineering construction company focusing on heavy civil engineering Works.

EDECS ensures that the Integrated Management System achieves quality assurance, environmental protection, occupational health and safety for its employees, clients, and sub-contractors within the workplaces, which is core of the top management directions.

EDECS considers obtaining the basic standards for quality, environment, safety and occupational health as a key to achieving business continuity.

تأسست شركة إيديكس الدولية للهندسة والمقاولات في عام ١٩٩٥ كشركة مقاولات متخصصة في تنفيذ مشروعات البنية الاساسية والهندسية المدنية العملاقة التي تحتاج إلى المعدات الثقيلة.

تحرص شركة إيديكس أن نظام الإدارة المتكامل يحقق ضمان الجودة وحماية البيئة والسلامة والصحة المهنية لموظفيها وعملائها ومقاولي الباطن داخل أماكن العمل، وهو جوهر توجهات الإدارة العليا.

تعتبر شركة إيديكس أن الحصول على المعايير الأساسية للجودة والبيئة والسلامة والصحة المهنية هي مفتاح لتحقيق استمرارية الأعمال.

The Integrated Management System Policy includes the following: -	تتضمن سياسة نظام الإدارة المتكامل على : -

- Consistently meets the agreed client's requirements in the most effective way by providing a high standard of management and technical expertise.

- Protection to all of our projects from any potential risk that may affect any of our employees, clients, consultants, or all individuals working on the project.

- Achieving integration and communication between the various sectors of EDECS to ensure the effectiveness of the integrated management system.

- Working together with consultants and subcontractors aiming to attain projects with the highest quality, safety and environmental standards.

- Comply with the relevant local and international legislation, regulation, legal and contracts requirements.

- Establish the objectives and measure the achievements to evaluate the effectiveness of the IMS and to act upon outcomes.

- Periodically measures, monitors, and reviews quality, health, safety and environmental performance and procedures in order to achieve continuous improvement.

- Identify the areas and opportunities for continuous improvement.

  EDECS ensure the integrated management system including: -

  - QMS ISO 9001:2015
  - OHSMS ISO 45001:2018
  - EMS ISO 14001:2015

This is accomplished by employing competent employees with drive and determination to work at a time with our clients, sub-contractors, suppliers, and consultants.

- تحقيق متطلبات العملاء المتفق عليها والسعي باستمرار لتحقيقها بأكثر الطرق فعالية من خلال توفير مستوى عالٍ من الخبرة الإدارية والتقنية.

- حماية جميع مشاريعنا من أي مخاطر محتملة قد تؤثر على أي من موظفينا أو العملاء أو الاستشاريين أو جميع الأفراد العاملين في المشروع.

- تحقيق التواصل والتكامل بين القطاعات المختلفة في شركة إيديكس بما يضمن تحقيق الفاعلية لنظام الإدارة المتكامل.

- العمل جنباً إلى جنب مع الاستشاريين ومقاولي الباطن بهدف تنفيذ المشروعات بأعلى معايير الجودة والبيئة والسلامة والصحة المهنية.

- التطابق والامتثال للتشريعات المحلية والدولية ذات الصلة والعقود واللوائح والمتطلبات القانونية.

- تحديد الأهداف وقياس النتائج لتقييم فعالية نظام الإدارة المتكامل والعمل على تحسين النتائج.

- القيام بشكل دوري بقياس ومراقبة ومراجعة أداء الجودة والبيئة والسلامة والصحة المهنية وإجراءات التشغيل من أجل تحقيق التحسين المستمر.

- تحديد المجالات والفرص للتحسين المستمر.

تحرص شركه إيديكس على دمج أنظمة الإدارة المتكاملة متضمنة: -

- المواصفة القياسية لنظام إدارة الجودة (ايزو ٩٠٠١:٢٠١٥)
- المواصفة القياسية لنظام إدارة السلامة والصحة المهنية (ايزو ٤٥٠٠١:٢٠١٨)
- المواصفة القياسية لنظام إدارة البيئة (ايزو ١٤٠٠١:٢٠١٥)

يتم تحقيق ذلك من خلال تعيين موظفين أكفاء ولديهم الدافع والتصميم للعمل في وقت واحد مع عملائنا ومقاولي الباطن والموردين الاستشاريين.

Vice-Chairman

Dr. Mahmoud A.H. Hassanen

May 2021

نائب رئيس مجلس الإدارة

د. محمود عبد الحميد حسنين

مايــو ٢٠٢١

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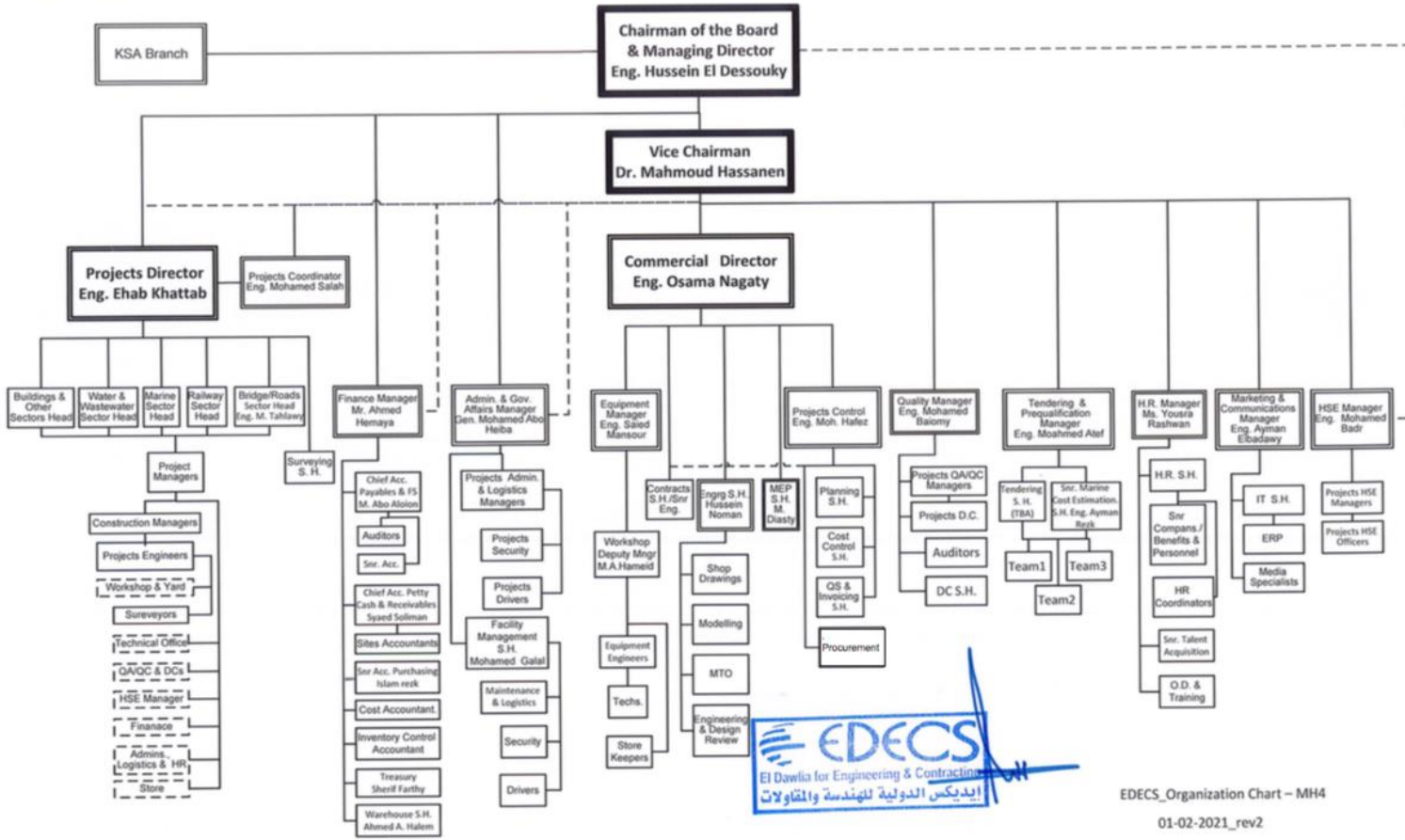
Organization Chart

Figure 1: EDECS company chart

1.1.   Introduction:

EDECS has made the "Strategic Business Decision" to develop and implement an effective Integrated Management System (IMS) of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 across all areas of the Company. The implementation of the IMS is intended to improve and sustain the overall performance of our business, products, and services.

Examples of benefits include:

1. The ability to consistently provide products and services that meet customer and applicable Statutory and Regulatory requirements;

2. The ability to plan our processes and their interactions by employing the Plan-Do-Check-Act (PDCA) cycle and risk-based thinking in our daily operations;

3. The facilitating of opportunities to enhance customer satisfaction;

4. Addressing risks and opportunities associated with its context and objectives;

5. Improving the Environmental impact across the company using the principle of sustainability;

6. Improving the overall health and safety within our company.

The IMS Manual is considered the normative basis of reference to the International Standard and shall be used internally to provide an overview of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 requirements and how they apply at **EDECS** The IMS Manual is used externally to introduce the elements of our IMS to our customers and other stakeholders to the extent necessary

1.2.   Purpose of this manual:

The Integrated Management System manual defining EDECS interpretations of the Integrated Management System (IMS).QMS ISO 9001:2015, EMS ISO 14001:2015 and OHSMS ISO 45001:2018 international standard, as well as demonstrating how the company complies with that standard.

The QA Manager is responsible for maintaining, updating and distributing this manual to the appropriate users making sure that the latest issue and version is used by the appropriate personnel. Finally, The QA Manager approves this manual for issuing. The QA Manager reviews this manual annually or whenever needed.

This manual presents "*Notes*" which are used to define how **EDECS** has tailored its management system to suit its purposes. These are intended to clarify implementation approaches and interpretations for concepts which are not otherwise clearly defined in IMS. Where subordinate or supporting documentation is reference in this manual, these are indicated by bold.

2. Normative references

The IMS Manual is considered the normative basis of reference to the International Standard **QMS ISO 9001:2015** and shall be used internally to provide an overview of ISO 9001:2015, **EMS ISO 14001:2015** and **OHSMS ISO 45001:2018 – fifth edition** requirements and how they apply at EDECS.

EDECS also adopts the definitions provided in **ISO 9000:2015; Quality Management – Fundamentals and Vocabulary**

The IMS Manual is used externally to introduce the elements of our IMS to our customers and other stakeholders to the extent necessary, and IMS corresponds to the ISO philosophy of Plan-Do-Check & Act.

Fig.02: Plan Do Check and Act (PDCA Cycle)

Exclusions to ISO 9001:2015 standard

Exclusion of the QMS, 8.3 Design and development of products, 8.5.3of ISO 9001:2015 are not applicable to **EDECS scope.**

3. Terms and definitions:

For the purpose of this IMS Manual, EDECS references the terms and definitions listed in the **ISO 9000:2015 – QMS Fundamentals and Vocabulary** document.

4. Context of the EDECS

4.1. Understanding the EDECS and its context

EDECS management determines, monitors and reviews external and internal issues that are relevant to its purpose and its strategic direction that affect its ability to achieve the

intended results of its IMS. In EDECS, senior managers used SWOT analysis or brainstorming techniques to determine external issues related to our business that are basically:-

- Social and cultural, political, legal, regulatory, financial, technological, economic, natural and competitive environment whether international, national, regional or local.
- Key drivers and trends having an impact on the objectives of EDECS.
- Relationship with and perception and value of external interested parties.

Also, management team used STEPLE analysis, Environmental Screening or brainstorming techniques to determine internal issues relevant to our business that arise from our values, culture, knowledge, infrastructure, personnel and performance of the company. EDECS identified the external and internal issues in the document.

EDECS management monitors and reviews information about these external and internal issues annually or whenever needed. Such issues are discussed in the management review.

Figure 03: Context of the company

EDECS External and Internal issues

Subject	Internal Factor	External Factors
EDECS Quality Service Level	Quality expectations Delivery within the terms	Supplier support Customer changes Customer Satisfaction
EDECS Environment Service Level	Regulatory compliance awareness of staff Constant control	Disposal management from company in charge Official releases
EDECS Safety Service Level	Regulatory compliance Staff learning Constant control	Official releases New regulations
Standards, guidelines, and regulates	Regulatory compliance Constant control	Updating of laws New governmental decisions
Market	Customer needs Production flexibility Timing Continuous monitoring Comparisons	Global request New projects Surrounding presence New activities and services Best offers
Region	Geographical knowledge and its development Potentials knowledge	Urban planning changes Regulatory news
Economy	Financial availability Cost of labor Tax system	External investors Credit access New proposals
Social	Internal relations and company culture	Media and social presentation
Human Resources	Employee expectations Health & Safety Qualifications and skills Religion, customs, traditions Continuous training	Opening new orders National contract Rules and Laws
Infrastructure	Cutting-edge equipment Control equipment Technological supports	New technologies Rules and Laws Possibility of extension

4.2. Understanding the needs and expectations of interested parties

EDECS determines the interested parties and their needs and expectations that are relevant to its IMS and the strategic direction and that have effects or potential effects on the company's ability to consistently provide services that meet customer and applicable statutory and regulatory requirements.

In EDECS; we identified and prioritized the following interested parties; our clients, our suppliers, Egyptian legal and statutory company's, our outsourcing service providers, our employees and the certification body. Also, we identified the needs and expectations per each interested party. EDECS, management monitor and review information about these interested parties and their relevant requirements annually or whenever needed and are discussed in the management review meeting (MRM).
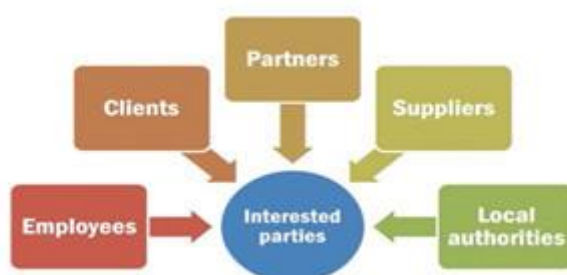
Figure 04: Interested parties

EDECS Interested Party Analysis

Business Stakeholders (Interested Parties)	Type	Needs & Expectation
Customer	External	Timely provide high quality services at low cost, quick response on any complain, follow all local laws and QHSE requirements.
Certification body & Third Party	External	Effective implementation of IMS Standards with all relevant clauses in the company.
Suppliers	External	Security on business solidity Flexibility on delivery times
Government Authorities	External	Sustainable Compliance Achieve the Minimum Requirement
Top Management	Internal	Profitability, financial and legal compliance.
Employees / Staff	Internal	Continuation of job, timely salaries with all applicable benefits to pay the cost of living, professional development, and growth via regular training.

4.3. Determining the scope of the IMS

EDECS has determined the scope of its IMS that sets the boundaries and applicability of this IMS, the scope takes into consideration the results of the analysis of the external and internal issues; referred to in 4.1, as well as the needs and the requirements of the interested parties; referred to in 4.2, that are relevant to the IMS of EDECS.

EDECS scope of its IMS applies to all its services, such as;

- **General contracting includes:-**
    1. Marine, river and dredging works, Foundation works,
    2. Possession of marine equipment for the activity (dredgers, halls, etc.),
    3. Road and bridge works,
    4. Public works including excavation, backfilling, bridges and earth dams,
    5. Water and sanitation stations and networks, and gas and fuel networks, the work of thermal power stations,
    6. Building works,
    7. Construction and mobile maintenance work for mounds and water tanks,
    8. Metal constructions,
    9. Import and export of all equipment, tools, spare parts and raw materials necessary for the EDECS's activity & Projects and within its purposes.

- **EDECS boundaries; B1/22 Cairo Business Park ،Cairo Egypt ;** applies all the requirements of the international standard IMS QMS ISO 9001:2015 & EMS ISO 14001:2015 and OHSMS ISO 45001:2018 in its IMS scope.

Note 1. The company excludes the processes of accounting and finance department, from the ISO 9001 & ISO 14001 and OHSMS ISO 45001 standard to avoid workload duplication as they apply an independent financial management system.

Note 2. The company also excludes the Marketing and PR department and processes from the scope of IMS ISO 9001:2015, ISO 14001:2015 and OHSMS ISO 45001:2018 because it is still under construction. The mentioned department shall be included in the scope after one year.

Note 3. The company also excludes the 8.3 design and development of products activities from the scope of ISO 9001:2015;

4.4. Integrated Management System and its processes

EDECS establishes and implements the IMS, which is maintained and continually improved according to the requirements of the **IMS** including processes needed and their interactions, and the IMS corresponds to the ISO philosophy of Plan-Do-Check & Act and the new "ANNEX SL" Structure
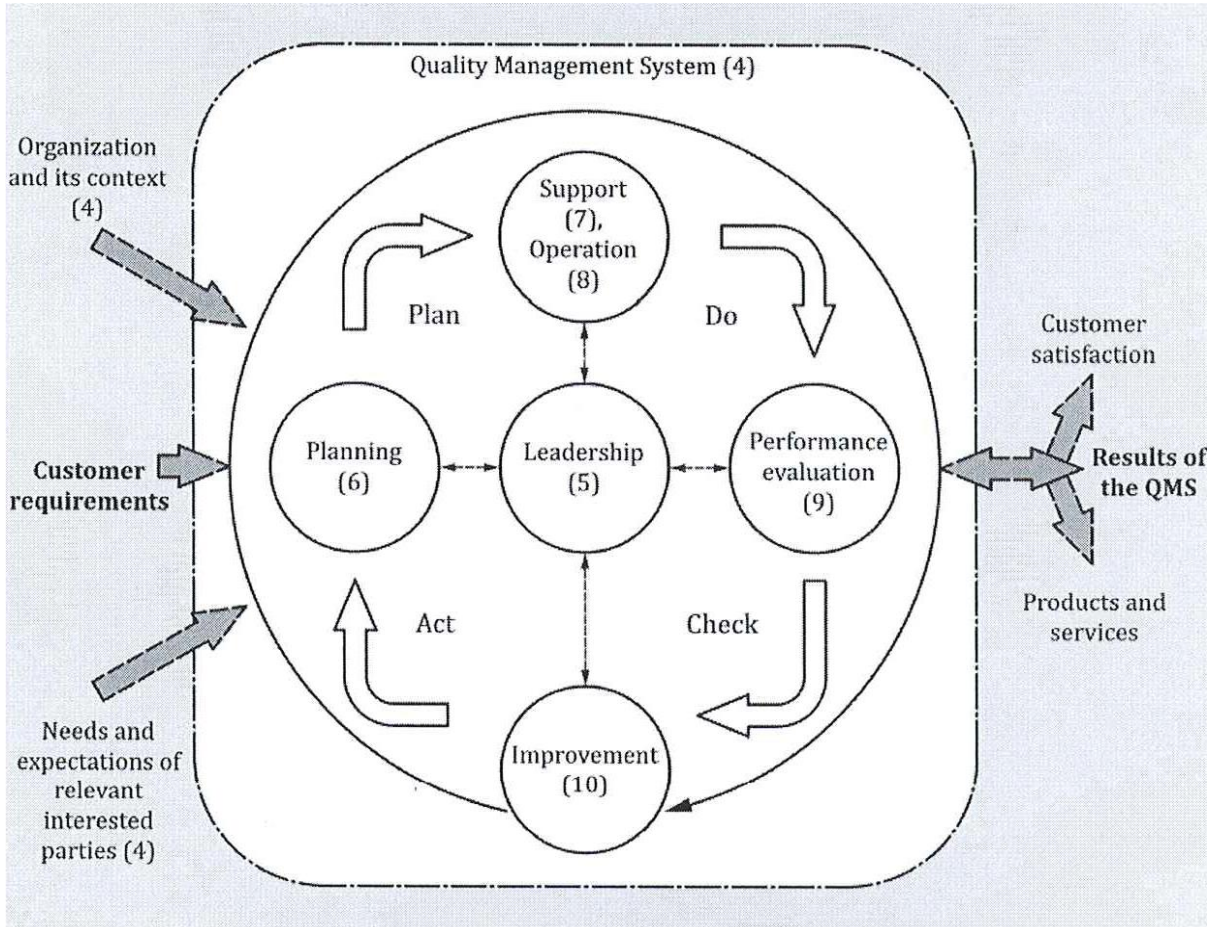
Figure 5: IMS Methodology of implementation (Plan – Do – Check – Act)

4.4.1.   Process approach:

EDECS has adopted a process approach for its integrated management system. By identifying the top-level processes within the company, and then managing each of these separately, this reduces the potential for nonconforming of engineering and contracting services offered discovered during final processes or after delivery. Instead, risks are identified in real time, by actions taken within each of the top-level processes.

Note 4.Not all activities are considered "processes" – the term "process" in this context indicates the activity has been elevated to a higher level of control and management oversight. The controls indicated herein are applicable only to the top-level processes identified.

The following top-level processes have been identified for EDECS:

- **General contracting includes**
  - Building works,
  - Metal constructions,
  - Road and bridge works,
  - Water and sanitation stations and networks, and gas and fuel networks,
  - The work of thermal power stations,

- Public works including excavation, backfilling, bridges and earth dams,
- Construction and mobile maintenance work for mounds and water tanks,
- Marine, river and dredging works,
- Foundation works,
- Possession of marine equipment for the activity (dredgers, halls, etc.)
- Import and export of all equipment, tools, spare parts and raw materials necessary for the EDECS's activity & Projects and within its purposes.

Each process may be supported by other activities; such as tasks or sub-processes. Monitoring and control of top-level processes ensure effective implementation and control of all subordinate tasks or sub-processes.

Supportive processes in EDECS are:

- Tendering & Bidding process
- Procurement management process
- Recruitment process
- Training process
- Outsourcing process
- Quality Management process
- Marketing & PR process – *excluded*
- Clause # 8.3 Design and development of products – excluded

Each top-level process has a documented procedure that defines:

- Applicable inputs and outputs. E.g. needed documentation are identified in the flowchart of the processes.
- process owner(s); identified in the responsibilities
- applicable responsibilities and authorities
    - Applicable risks and opportunities
    - Critical and supporting resources
    - Criteria and methods employed to ensure the effectiveness of the process
    - Objectives related to that process

4.4.2. Process controls and process objectives:

Each process has at least one objective established for it; this is a statement of the intent of the process. Each objective is supported by at least one "metric" or key performance indicator (KPI); which is measured to determine the process ability to meet the integrated objective Plan. Process owners and other assigned managers collect metrics data that are measured periodically to be analyzed by the QA manager and shared with the vice chairman (Dr.Mahmoud Hassanen).The results of the analysis are then presented to the Managing Director (Eng.Hessien El Dessouky) so that he sets goals and makes necessary adjustments for long-term continual improvement. The specific Objectives for each process are defined in; Objectives Form. When a process does not meet a goal, or an unexpected problem is appeared with a process, is implemented to research and resolve the issue. In addition, opportunities for improvement are **sought** and **implemented**, for the **identified** processes.

5. Leadership

5.1. Leadership & Commitment

5.1.1 General

Top Management of EDECS provides evidence of its leadership and commitment to the development and implementation of the management system and continually improving its effectiveness by:

a) Taking accountability of the effectiveness of the management system.

b) Ensuring that the resources needed for the Quality, Environmental, Health and safety management system are available.

c) Ensuring that the QMS, EMS, OHSMS and IMS Policy is established for the management system and are compatible with the strategic direction and the context of the company.

d) Ensuring the integration of the management system requirements into the company's other business processes, as deemed appropriate (see note).

e) Promoting awareness of the process approach, risk based thinking and continual improvement.

f) Communicating the importance of effective IMS management and of conforming to the management system requirements.

g) Ensuring that the management system achieves its intended results.

Note 5.Engaging, directing and supporting persons to contribute to the effectiveness of the management system.

Note 6.Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

Note 7. *"Excluding" for the following activities Finance, Clause No. 8.3 Design and development of products activities are out of the scope of the IMS.*

Figure 06: Leadership PDCA Cycle

5.1.2 Customer focus

Top Management of EDECS demonstrates leadership and commitments with respect to adopts a customer focus approach which ensures that customer needs and expectations are determined, converted into requirements and are met with the aim of enhancing customer satisfaction.

This is accomplished by assuring:

a) Customer and applicable statutory and regulatory requirements are determined, understood and consistently met;

b) The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;

c) The focus on enhancing customer satisfaction is maintained as it is one of our

   Quality , Environmental , Occupational health and safety Objectives;"

5.2   QMS, EMS, OHSMS and IMS Policy

Top Management has developed the Quality, Environmental, and Health & Safety Policy which manages day-to-day operations to ensure IMS and is appropriate to the context of the company. This Policy's represents the framework for planning and improving the IMS, and setting general and specific Quality & Environmental & Health and Safety objectives.

The Integrated Management System (IMS) policy is appropriate to EDECS processes, products, and services, is derived from the overall policies, context and strategy and provides a framework for establishing and reviewing objectives. Whenever required, Managing Director reviews the policy for its continuing suitability. IMS policy also includes a commitment to satisfy applicable requirements and continual improvement of the IMS.

The **QMS , EMS , OHSMS and IMS Policy** is released as a standalone document; This policy is made available in English/Arabic language as well.; as well, and is communicated and is displayed in the work/prominent areas of projects and implemented throughout the company and is signed and approved by the managing director.

Our integrated quality, environment, and Health & Safety include:

- EDECS is totally committed to the principles and practices of excellence and shall conform to the requirements of the QMS ISO 9001:2015, EMS ISO 14001:2015 and OHSMS ISO 45001:2018 Standard,
- In EDECS; our ultimate goal is customer satisfaction in all stages of the service lifecycle, and in order to fulfil this goal,
- *We apply the process approach to control our processes and maximize their outcome,*
- *We committed by all the legal and statutory requirements related to our industry,*
- *We establish strong relationships with our suppliers in order to secure our business against potential risks in the future, we make sure that our employees are always satisfied,*
- *We keep an eye on our market to identify opportunities that increase our portfolio, and to facilitate all this; EDECS is investing in its IMS system in order to satisfy commitment to excellence and practices of perfection.*

In EDECS; we set annual IMS Objectives that are consistent with the framework the IMS policy and our performance is measured against them.

- Identify, prevent, control and minimize adverse environmental impacts associated with our operational activities.
- Adopt the best practice of operations to prevent ill health & injuries.
- Strive to continually improve our quality, environmental and Health & Safety performance keeping in view the regulatory requirements, Health & Safety requirements, environmental requirements, community concerns, and technological advancements.
- Establish & maintain a healthy work environment.
- Comply with applicable legal requirements.

Above all; EDECS is committed to continual improvement of the IMS through the application of process approach and risk-based thinking."

5.3 Organizational Roles Responsibilities and Authorities

Top Management demonstrates leadership and commitment with respect to the IMS by assigns roles and responsibilities for ensuring that the IMS conforms to ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 and reporting on the performance of the IMS,

Including the IMS performance:

- Taking accountability for the effectiveness of the IMS.
- Promoting the use of the process approach and risk-based thinking.
- Ensuring that the resources needed for the IMS are available.
- Communicating the importance of effective quality management and of conforming to the IMS requirements.
- Promoting improvement.
- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- Delegated the distribution of responsibility to the plant manager, who assigns responsibilities and authorities for all relevant roles in the company. These are communicated through the combination of the **EDECS Company chart; figure 1** and the roles and responsibly that are defined in the Job Description; FRM-HR-001, of each position in EDECS.

Responsibility	Assigned To
1. Ensuring the promotion of customer focus throughout the company	
2. Ensure company-wide compliance to the IMS.	
3. Ensure that the assigned roles, responsibilities and authorities are communicated and understood.	
4. Communicate the importance of meeting customers, statutory and regulatory requirements.	
5. Establish appropriate policies that include a commitment to continual improvement of the IMS.	
6. Establish IMS objectives.	
7. Ensure that all employees are aware of: • Policy • Current IMS objectives, targets and plans. • The importance of compliance with the IMS. • Their contribution to the effectiveness of the IMS, including the benefits of improved performance. • Potential consequences of non-compliance with the IMS requirements.	
8. Hold people accountable for carrying out assigned responsibilities and the results delivered.	
9. Make resources available.	
10. Participate in IMS meetings including the Management Review, actively promote and participate in IMS initiatives.	
11. Promote awareness of customer focus throughout the company;	**Top Management**
12. Act as a liaison with external parties such as customers or auditors on matters relating to the IMS;	
13. Resolve all matters pertaining to quality, Environment, Health and safety issues.	
14. Responsibilities, accountabilities, and authorities are documented in position descriptions and throughout the IMS.	
15. Where suppliers are involved, their responsibilities and accountabilities are to be clarified and documented by the responsible employee with authority.	
16. All employees and Suppliers will comply with their responsibilities.	

1. Ensuring that the management system conforms to applicable standards, 2. Ensuring that the IMS Policy and IMS Objectives are established for the IMS and are compatible with the context and strategic direction of the company. 3. Ensuring the integration of the IMS requirements into the company's business processes 4. Ensuring that the IMS achieves its intended results 5. Reporting on the performance of the management system and providing opportunities for improvement for the management system. 6. Ensuring that the integrity of the management system is maintained when changes are planned and implemented. 7. The responsibility, accountability, and authority of all personnel involved in the IMS are to be defined, documented and communicated in order to facilitate effective IMS.	**QA Team**
1. Ensuring that the processes are delivering their intended outputs. 2. Ensure that the IMS is effectively implemented and maintained within their area of responsibility. 3. Actively encourage all personnel to contribute towards the continual improvement of the IMS. 4. Incorporate the IMS as part of the site and departmental inspections and reviews. 5. Determine and escalate the need for resource requirements for the effective operation of the IMS. 6. Participate in the Management Review Meetings (MRM). 7. Actively promote and participate in IMS initiatives. 8. Promptly report any unsafe working conditions, faulty equipment, hazards/risks, injuries or incidents.	**Process owners and Employees**
1. Comply with the requirements of the IMS and participate in IMS promotions. 2. Promptly report any unsafe working conditions, faulty equipment, hazards/risks, injuries or incidents.	**Suppliers and subcontractors**

Company Structure

1. The Company recognizes that the structure of EDECS needs to constantly evolve in order to meet the changing needs of clients, the market and compliance obligations.

2. The Management Team is responsible for ensuring the structure of the company is appropriate to the current business needs and will ensure that the company chart is regularly reviewed and maintained.

6. Planning:

6.1 Actions to Address Risks and Opportunities

Note 8. EDECS has nominated to manage risks and opportunities by embedding them in all the processes of the company, starting from the QMS, EMS, OHSMS and IMS Policy & Objectives that took into consideration the risks and opportunities identified in clause 4 to the processes and their controls that are planned to minimize the risks and capture any opportunities; i.e. through corrective action.

EDECS management considers risks and opportunities when taking actions within the management system, as well as when implementing or improving the management system; likewise, these are relative to products and services to:

1. Provide assurance that the IMS can achieve its intended result;

2. Enhance desirable effects;

3. Prevent, or reduce, undesired effects;

4. Achieve improvement

EDECS managements identify risks and opportunities using information arising from the SWOT analysis (**S**trength, **W**eakness, **O**pportunity and **T**hreats) performed during the establishment of the context of the company internal and external issues in 4.1, as well as needs and requirements of the interested parties in 4.2.

EDECS Management prioritize the risks and opportunities using an appropriate prioritization method.

Figure 07: Risks and Opportunities

After prioritization; fulfilling the IMS Objectives of the company. This is documented in **"QM01-03 Integrated Objectives Plan ver 1"**.

EDECS has planned actions to address these risks and opportunities which are proportional to the potential impact on, the conformity of its projects, process and services, interested parties needs and expectations or its compliance obligations.

EDECS has planned as how to:-

1. Integrate and implement the actions into its IMS processes (as per clause 4.4)
2. Evaluate the effectiveness of the actions planned and implemented While planning projects, process and its operation, departments take into consideration, the issues related to company objectives, requirement for operations, process and service, health & safety concerns.

For Quality Management System

Business Risk and Opportunity assessment are done as per the internal and external issues to EDECS under its business context, interested parties needs and expectations, contracts and customer requirements and its vision and mission in consideration.

The qualitative/quantitative assessment is carried out to ensure that these risks remain under the control of EDECS and will not affect EDECS values, business, process, operations and services performance on a long and short run with a proper mitigation plan in a systematic manner. The effective measures will then be review and integrated with the management system in place through a proper change management process.

For Environmental Management System Aspects

The planning process commences with the identification and updating of environmental aspects. In order to evaluate the impacts of its activities to the environment, EDECS shall establish, implement and maintain a procedure to identify the environmental aspects of its activities, products or services that it can control and those that it can influence considering planned or new developments, or new or modified activities, products, and services.

These aspects, inclusive of those arising from works carried out by contractors, are registered in the "Aspects and impacts register".

EDECS shall ensure that all environmental aspects that may pose significant impacts on the environment are under control and prioritized for improvements. EDECS shall keep this information up-to-date.

For Hazard identification and Assessment of Risk and Opportunities

Identification of Hazard and Risk Analysis (HIRA) is performed for all activities of EDECS as per Procedure for determination of Hazard & Risk Assessment &Control. Hazards which are related to OH&S legal requirements are considered as significant; Risks which are above acceptable risk priority number are identified as significant risks, those are either covered through OH&S objectives to improve OH&S performance or controlled through operational control procedures, measuring & monitoring, training & awareness, emergency preparedness

and response or combination thereof. The significant risks and aspects are reviewed annually by different departments to plan mitigation measures to minimize the impact and adoption of new technology and revising the objectives if needed.

Assessment of EH&S risks and other risks to the EH&S management system

EDECS has established, implemented and maintained processes to:

1. Assess EH&S risks from the identified Environmental aspect, OH&S hazards, while considering the effectiveness of existing controls;
2. Determine and assess the other risks related to the establishment, implementation, operation, and maintenance of the OH&S management system.

The EDECS's methodologies and criteria are defined with respect to the risk associated with their scope, nature, and timing to ensure they are proactive rather than reactive and are used in a systematic way. Documented information shall be maintained and retained on the methodologies and criteria. Assessment of EH&S opportunities and other opportunities to the EH&S management system.

EDECS has established, implemented and maintained processes to assess:

1. EH&S opportunities to enhance EH&S performance, while considering planned changes to the company, its policies, processes or its activities and:
2. Opportunities to adapt work for the company and work environment to workers;
3. Opportunities to eliminate hazards and reduce EH&S risks;
4. Other opportunities for improving the EH&S management system.

NOTE: - EH&S risks and EH&S opportunities can result in other risks and other opportunities to the company. Compliance obligation or Determination of Legal and Other Requirements.

EDECS is to ensure that all relevant legislative and other requirements are identified.

Legislative and other requirements may include, but are not limited to:

- Acts and Regulations.
- Codes of Practice.
- Guidelines.
- Standards.
- Agreements with clients, communities or public authorities.
- Corporate requirements.
- Industry standards or codes.
- Voluntary commitments.

Details of all relevant legislative and other requirements are to be contained within the Compliance Module. These will include mitigations and control methods.

The verification of compliance will be reviewed by the Management Board. The Management Team are to ensure that where possible, they are notified of changes and/or additions to legal and other requirements as those changes occur.

The means of ensuring notification of changes and/or additions may include:

- Agreements with external legal or consulting company to monitor and advice of any changes.
- Advice/Feedback from the employer or industry associations.
- When changes and/or additions occur, they are to be included in the Compliance module and the means of verifying compliance is to be defined as previously described.
- A review of the Compliance module will be conducted as per the annual work plan in the Board meeting/Management Review Meeting/Weekly Meeting.
- Confirm that all updates to applicable legal and other requirements have been captured and included.
- Confirm that the means of ensuring and verifying compliance are appropriate.
- The company is to ensure that all changes, additions, and updates to the Compliance module are communicated to relevant employees, contractors, and other stakeholders.

6.2 IMS Objectives and Planning to Achieve Them

As part of the adoption of the process approach, EDECS has analyzed the internal and external issues identified in 4.1 as well as needs and requirements of interested parties identified in 4.2, the senior managers of EDECS established the "QM01-03 Integrated Objectives Plan rev 0", IMS Objectives to address the above identified issues, needs and requirements in addition to addressing the accompanying risks and opportunities. The IMS Objectives; "QM01-03 Integrated Objectives Plan rev 0", of EDECS are collectively documented in "QM01-03 Integrated Objectives Plan rev0" and are controlled as per the Procedure of Control of Documented Information; "QA01 Documented information rev1"

IMS Objectives for year 2021 are also present as standalone documents;

EDECS formulated the following three IMS Objectives, "QM01-03 Integrated Objectives Plan ver 1"; to ensure that the strategic direction as well as the overall IMS is maintained and achieve its goals. The "QM01-03 Integrated Objectives Plan ver 1", are consistent with the IMS Policy; "QP01 IMS Policy ver 1", of the IMS.

The senior management of EDECS ensure that the following objectives of the IMS achieve their intended results:

- Satisfaction of all our Clients & Agencies all the time. This includes providing our clients with excellent services that are of high-quality requirements and that are delivered on time with minimal problems on Construction services on site;
- To be IMS [QMS ISO 9001:2015 & EMS ISO 14001:2015 and OHSMS ISO 45001:2018] certified before the end of 2021;
- Enhance our internal processes and procedures to finalize all pending contracts and IRs .

To achieve.

- Employees' satisfaction;
- Zero accidents;
- Efficient use of resources and energy;
- Disclosure of the environmental policy;
- Provide central arrangements to recycle waste paper, cardboard, plastic, glass, toner cartridges, drinks cans, furniture, fluorescent tubes, personal computers, monitors, keyboards, printers, mobile/desk telephones, fax machines, and other miscellaneous office equipment;
- Develop programs of activities to reduce wastes arising annually.
- The IMS Objectives; "QM01-03 Integrated Objectives Plan ver 1", have been developed in consideration that they are consistent with the IMS Policy; "QP01 IMS Policy ver 1",, measurable, applicable, relevant to conformity of products and services and to enhancement of customer satisfaction, monitored, communicated, reviewed annually or updated whenever needed.

6.3   Planning of Changes

When changes to IMS are deemed necessary, **EDECS** shall ensure the change will comply with the requirements of IMS and shall consider:

- The purpose of the changes and their potential consequences;
- The integrity of IMS;
- The availability of resources;
- The allocation or reallocation of responsibilities and authorities.

Each process owner is responsible for managing the changes that occur along the execution of his process, this is done through the planned actions that are incorporated within his process to manage this change.

7. Support

7.1   Resources

7.1.1   General

EDECS is fully committed to providing adequate resources required for the establishment, implementation, maintenance and continual improvement of IMS. Our committed resources include competent employees, state of the industry equipment, well-maintained work environment, and financial resources.

Top management of EDECS determines and provides the resources needed:

- To implement and maintain the management system and continually improve its effectiveness.

- To enhance customer satisfaction by meeting customer requirements.

- Resource allocation is done with consideration of the capability and constraints on existing internal resources, as well as needs related to interested parties' expectations.

- The process for determining and communicating resource requirements is an integral part of our management review process "MR01 Management Review procedure".

Our infrastructure resource considerations include:

- Management review meeting inputs and outputs;

- Capabilities and constraints on existing internal and external resources;

- Requirements and expectations provided by our customers and external Suppliers /subcontractors.

7.1.2   People

EDECS management ensures that it provides enough qualified staffing that have the necessary skills and competence required for the effective operation of the management system, as well it's identified processes.

EDECS identifies personnel training needs, provides the required training, and evaluates the effectiveness of the training provided. Personnel assigned to perform specific tasks, operations and processes are qualified on the basis of the appropriate education, experience or training. Employees are made aware of the relevance and importance of their activities and how they contribute to the achievement of IMS objectives. Records of personnel qualifications and training are maintained.

This is applied through the training and competence procedure (HR Department)

7.1.3   Infrastructure

EDECS determines, provides and maintains the infrastructure needed to achieve conformity to service requirements.

Infrastructure includes, as applicable:

- Buildings, workspace and associated facilities.

- The layout of EDECS;

- Process equipment, hardware and software; all equipment is identified, handled, maintained and calibrated through the procedure for equipment;

- Supporting services such as transport.

- Information and communication technology.

7.1.4   Environment for the operation of processes

EDECS provides a clean, safe, well- light and well-ventilated working environment considered to be important to control processes and to achieve conforming of products and services. Evaluations include:

- Assessment of operations requirements to identify where human and/or physical factors will affect project quality this is also conducted during advanced project quality planning,

- Assessment of current working environment conditions to determine if the work environment is suitable to achieve the conforming product.

- Implementation of work environment improvements needed to achieve the conforming operation.

- Continual assessment of the work environment to ensure that adequate human and physical factors are maintained.

EDECS is keen on the satisfaction of its employees, that's why one of its IMS Objectives is employee satisfaction as stated in **Objectives**

Note 9.   Social, psychological and safety aspects of the work environment are managed through activities outside of the scope of the management system. Only work environment aspects which can directly affect process efficiency or product and service quality are managed through the management system.

7.1.5   Monitoring and Measuring Resources

For each process, the process owner identifies the control monitoring and measuring methods.

He determines the resources needed for such activity. Where equipment is used for critical measurement activities, such as inspection and testing, these shall be subject to control and either calibration or verification; see the procedure for measurement equipment;

Calibration and measurement traceability are not employed for all measurement devices. Instead, EDECS determines which devices will be subject to calibration based on its processes, products and services, or in order to comply with specifications or requirements.

7.1.6   Organizational Knowledge

EDECS also determines the knowledge necessary for the operation of its processes and to ensure our people achieve conformity of products and services.

This may include knowledge and information obtained from:

- Trainings.
- Internal sources, such as lessons learned, feedback from subject matter experts.
- External sources such as standards, academia, exhibitions, and/or information gathered from customers or suppliers.

- This knowledge is maintained and made available to the extent necessary appropriate procedures.

When addressing changing needs and trends, EDECS considers its current knowledge and determine how to acquire or access the necessary **Additional Knowledge.**

7.2   Competence

Each process owner determines the necessary competence of person(s) doing work under his control that affects the performance and effectiveness of the IMS, this is described in the Job Descriptions; **FRM-HR-001**, of the associated positions;

Competence for people performing work that may affect the effectiveness of the IMS.

- Ensure employees are competent on the basis of their education, training, and experience;

- Initiate job descriptions including specific competency provisions;

- Measure job performance for each employee on an annual basis;

- Provide job and career training programs to the extent necessary;

- Take actions when necessary to assist employees that exhibit less than desirable results.

The Human Resources Manager (Ms.Yossra Rashwan), is the process owner for the assurance that the personnel hired and candidate personnel are competent based on appropriate education, training, or experience; training is governed by the training procedure **HR01**.

EDECS ensures that the necessary competence is available for the effective operation of the processes. HODs (Head of Departments) along the HR Manager take necessary actions regarding the following:

- Determine the necessary competence on the basis of education, training, skills, and experience for personnel performing work affecting IMS

- Analyze the competence required against what is:-

    1. Provide training or any other actions to satisfy needs.

    2. Training helps to identify the safety and health responsibilities of both management and employees at the appropriate training programs are conducted for employees to ensure that employees are aware of the safety hazards to which they may be exposed and the proper methods for avoiding such hazards.

    3. Evaluate the effectiveness of the action taken.

- Ensure by proper briefing and through an internal communication system that personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of company.

- Maintain records of education, training, skills, and experience.

Note 1.   The management system does not include other aspects of Human Resources management, such as payroll, benefits, insurance, labor relations or disciplinary actions.

7.3   Awareness

The QA Manager uses appropriate methods to ensure that all staff are aware of:

- The IMS policy;

- Relevant IMS Objectives;

- Their contribution to the effectiveness of the management system, including the benefits of improved performance.

- The implications of not conforming to the (QMS) quality management system, (EMS) environmental management system and (OHMS) occupational Health & Safety Management system requirements.

7.4   Communication

EDECS top and senior management implements an "open door" policy which allows any employee to discussions on improving the quality system.

The process owners along with the Vice Chairman and the Quality Manager meets regularly to discuss aspects of the IMS. There meetings are documented through the form of

Meeting Minutes; IMS/MANUAL/0320/01-08, Internal Meeting List of Attendees;

IMS/MANUAL/0320/01-09A, in case of internal meetings and **External Meeting List of Attendees; IMS/MANUAL/0320/01-09B,** in case of external meetings.

7.4.1   General

Systems have been established within EDECS for internal as well as external communication regarding the effectiveness of the Integrated Management System. Section Heads ensures that appropriate communication processes are established within EDECS and that communication takes place regarding the effectiveness of the IMS.

7.4.2   Internal communication

The various departments of EDECS determine and plan effective arrangements for communicating with customers and relevant interested parties in relation to products, process, and service information, HSE matters, inquiries, contracts or order handling and amendments Suitable systems are developed to receive customer feedback and handling customer complaints.

7.4.3   External communication

Effective arrangements have been established and implemented on WHAT, WHEN, WITH WHOM, HOW AND WHO Communicates for,

- Internal communication among various functions and levels are defined.

- Receiving, recording and responding to relevant communication with external interested parties as per its compliance obligations are also defined.

EDECS has established, implemented and maintained processes for the participation of workers by their involvement in consultation processes and consultation with contractors, including ensuring they clearly understand their responsibilities within the IMS.

Wherever appropriate, **EDECS** consults relevant external interested parties about IMS matters. **EDECS** ensures the method of communication and language used is appropriate to the needs of the workforce and in a form that they can easily understand the information being provided to them.

7.5   Documented Information

7.4.4   General

The QA Manager is responsible for maintaining and retaining the documented information as per the requirements of **IMS QMS ISO 9001:2015 & EMS ISO 14001:2015 and OHSMS ISO 45001:2018**.

The senior managers determine the level and extent of documentation.

- Training & Awareness   Dedicated Folder
- Project Control Documented Information   Data Server Filling
- Internal Audits & Management Reviews   Data Server Filling
- Forms & Records & Registers   Archived Electronic

Documented information; either documents or records, required for the management system are controlled in accordance with **Procedure for Control of Documented Information**;

The purpose of such control is to ensure that staff have access to the latest, approved information, and to restrict the use of obsolete information.

All critical procedures are established, documented, implemented and maintained. All quality records are controlled for the identification, storage, retrieval, protection, retention time, and disposition.Documented information required to support the effectiveness of our IMS is controlled to ensure:

- It is available and suitable for use, where and when it is needed;

- It is adequately protected from loss of confidentiality, improper use, or loss of integrity.

- Distribution, access, retrieval, and use;

- Storage and preservation, including preservation of legibility;

- Control of changes;

- Retention and disposition.

Documented information of external origin determined to be necessary for the planning and implementation of the QMS is identified as appropriate and controlled in accordance with QMS Procedures and Forms.

7.5.1. Creating and updating

When creating and updating documented information, EDECS shall ensure appropriate:

- Identification and description (e.g. a title, date, author, or reference number);
- Format (e.g. language, software version, graphics) and media (e.g. paper, electronic);
- Review and approval for suitability and adequacy

7.5.2. Control of documented information

Documented information required by the IMS and by this International Standard shall be controlled to ensure:

- It is available and suitable for use, where and when it is needed;

- It is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

For the control of documented information, EDECS shall address the following activities, as applicable:

- Distribution, access, retrieval, and use;

- Storage and preservation, including preservation of legibility;

- Control of changes (e.g. Version control);

- Retention and disposition.

Documented information of external origin determined by EDECS to be necessary for the planning and operation of the quality management system shall be identified as appropriate, and be controlled. Documented information retained as evidence of conformity shall be protected from unintended alterations.

NOTE: Access can imply a decision regarding the permission to view the documented information only, or the permission and authority to view and change the documented information.

8. Operation

8.1. Operational Planning and Control

EDECS plans and develops the processes needed for realization of its services. Service planning realization is consistent with the requirements of the other processes of the management system. Such planning considers the information related to the context of the company; 4.1, current resources and capabilities, as well as product requirements as stated by the customers.

Such planning is accomplished through:

a. Capturing the customer requirements for each tender.

b. Establishing criteria for the processes and the acceptance of output.

c. Determining the resources needed to produce a conforming service to the customer requirements.

d. A, b & c are realized through the ***Contracting Procedure; and The Procedure for Tendering***;

e. Implementing control of the processes in accordance with the criteria.

f. Determining, maintaining and retaining documented information to the extent necessary to have confidence that the processes have been carried out as planned and to demonstrate the conformity of services to the customer's requirements.

Changes to operational processes are done in accordance with the document **the contracting procedure**;

The output of operational planning and control includes documented quality plans, resource requirements, processes, equipment requirements, procedures, test data, and outputs.

Figure 08: Operational planning and control

8.1.1. Eliminating Hazards and reducing for HSE Risks

EDECS establishes, implements, and keeps operative the Work Instructions, thanks to these it reduces, moving forward to the complete elimination, the risks and dangers that are generated during the activities carried out; in order to do so:

- Eliminate the hazard
- Adopt the least dangerous possible processes, activities, materials, and equipment
- Use technical and suitable measures for the purpose
- Use administrative controls, including periodically train the Personnel/workers.
- Use suitable personal protective equipment.

8.1.2. Change Management

In collaboration with the HSE Manager, temporary or permanent changes with any type of impact in terms of HSE are monitored and recorded, contemplating refer to *QHSE/Manual/0820/03*

New products, services, and processes, or changes to existing products, services, and processes, including:

- New materials
- Suppliers allocation and changing
- Different workforce
- Change in working conditions

- Coronavirus disease
- Change to legal requirements, regulatory and training provisions
- Work place locations and surrounding, i.e. transfer from the old headquarters to the new one
- Work company and senior management change
- Developments in knowledge and technology

8.1.3. Supplying

Incoming approved materials are incoming and out coming checked, as per Internal operating procedure, in order to have constant evidence of whatever is stored in the warehouses and storage methods implemented.

8.1.4. Contractors

The Audits and the Review offer the possibility to monitor the ways in which the procurement phases are managed and coordinated, focusing attention on the activities and operations of the Contractors that have an impact on the EDECS, on the technical workers and on all the interested parties, ensuring that the requirements for the IMS are always met.

EDECS will coordinate with its contractors, to identify hazards and to assess and control the OH&S risks, arising from the:

- Contractor's activities and operations that impact the company;
- The company's activities and operations that impact the contractors' workers;
- Contractors' activities and operations that impact other interested parties in the workplace.

EDECS has ensured that the requirements of its OH&S management system are met by contractors and their workers through a defined contractor's policy or agreements.

The company's procurement process (es) shall define and apply occupational health and safety criteria for the selection of contractors.

NOTE: It can be helpful to include the occupational health and safety criteria for the selection of contractors in the contractual documents.

8.1.5. Outsourcing

EDECS has ensured that that outsourced functions and processes like labors are controlled. EDECS has ensured that its outsourcing arrangements are consistent with legal requirements and other requirements and with achieving the intended outcomes of the OH&S management system.

The type and degree of control to be applied to these functions and processes are defined within the OH&S management system.

NOTE Coordination with external providers can assist a company to address any impact outsourcing has on its OH&S performance.

The same type of control and monitoring is applied to any activity that is outsourced, considering outsourcing as an integrated part of all EDECS activities; each procedure and each Instruction has the same value as the VIP area, for which it is vital to meet the same requirements as the company.

8.2. Requirements for Services

8.2.1 Customer Communication

EDECS has implemented effective communication with customers in relation to:

a) Providing information relating to services.

b) Handling enquiries, contracts, tenders or orders, including changes.

c) Obtaining customer satisfaction measurement relating to products and services, including customer complaints.

d) Handling or controlling customer property.

e) Establishing specific requirements for contingency actions, when relevant.

8.2.2 Determining the Requirements Related to Products and Services

During the intake of a new tender to be finished;

EDECS captures:

a) Requirements specified by the customer, including the requirements for delivery and Customer Satisfaction Measurement activities.

b) Requirements not stated by the customer but necessary for specified or intended use, where known.

c) Statutory and regulatory requirements related to the tenders.

d) Any additional requirements determined by the customer.

8.2.3 Review of Requirements Related to Products and Services

Once requirements are captured, EDECS reviews the requirements prior to its commitment to supply the product.

This review ensures that EDECS has the capability and capacity to:

a) Meet all requirements specified by the customer, including requirements for delivery and feedback activities.

b) Meet any requirements not stated by the customer, but which EDECS knows as being necessary.

c) Meet all requirements determined necessary by EDECS itself.

d) Meet all related statutory and regulatory requirements.

These activities are defined in greater detail in The Procedure for tendering;

8.2.4 Changes to Requirements for Products and Services

EDECS updates all relevant requirements and documents when the requirements are changed and ensures that all appropriate staff are notified; see the documented procedure, The Procedure for tendering;

8.2.4.1. Emergency preparedness and response

EDECS has developed procedures to ensure that EDECS is able to respond to the accidents and foreseeable emergency/disaster situation and for preventing and mitigating the impacts associated with them considering the total business risk on EDECS.

After identifying the potential risks or emergency situations and past experiences, action plans have been developed to overcome the emergency (Procedure for Emergency Preparedness and Response Plan) In case of occurrence of such a situation, an H&S committee is formed to analyze the risk and necessary corrective and preventive action taken to prevent its recurrence.

8.2.4.2. Health & Safety
   A. Emergencies situations:

Emergency Procedure applies to all incidents / accidents that occur in the construction sites, Workshop and other related areas.

- Fire & Explosion
- Single/ Multiple Fatalities
- Medical Incident
- Severe Weather
- Civil Unrest/ Riot
- Security Incident (intruders in camp, office, project/ sabotage)
- Terrorist Threats

   B. Environment:

- Oil Spills
- Chemical accidents
- Toxic waste dumping
- Groundwater pollution
- Solid waste generation
- Material usage
- Fuel emissions
- Water consumption
- Electricity consumption
- Paper recycled

EDECS has established, implemented and maintained a process needed to prepare for and respond to potential emergency situations, as identified in 6.1.2.1, including:

- Establishing a planned response to emergency situations, including the provision of first aid;
- Providing training for the planned response;
- Periodically testing and exercising the planned response capability; wherever practicable, mock drills to check the emergency preparedness are carried out at regular intervals as per (Procedure for Emergency preparedness and response plan).
- Evaluating performance and, as necessary, revising the planned response, including after testing

and in particular after the occurrence of emergency situations;

- Communicating and providing relevant information to all workers on their duties and responsibilities;
- Communicating relevant information to contractors, visitors, emergency response services, government authorities and, as appropriate, the local community;
- Taking into account the needs and capabilities of all relevant interested parties and ensuring their involvement, as appropriate, in the development of the planned response.

EDECS has maintained and retained documented information on the processes and on the plans for responding to potential emergency situations.

8.3   Design and Development of Products and Services

Excluded

8.4   Control of Externally Provided Processes, Products and Services

8.4.1.   General

EDECS ensures that purchased products and outsourced services conform to specified requirements. The type and extent of control applied to the supplier of the purchased products or outsourced services are dependent on their potential impact on the final product.

EDECS evaluates and selects suppliers based on their ability to supply products and services in accordance with the company's requirements. Criteria for selection, evaluation and re-evaluation are established.

Purchases are made via the release of formal purchase orders (POs) and/or contracts which clearly describe what is being purchased or outsourced. Received products or services are then verified against the selection criteria to ensure conforming to requirements.

8.4.2. Type and extent of control

EDECS shall ensure that externally provided processes, products, and services do not adversely affect the company's ability to consistently deliver conforming products and services to its customers.

The company shall:

a. Ensure that externally provided processes remain within the control of its integrated management system;

b. Define both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output;

- *Take into consideration:*

1. The potential impact of the externally provided processes, products, and services on the company's ability to consistently meet customer and applicable statutory and regulatory requirements;

2. The effectiveness of the controls applied by the external provider;

3. Determine the verification, or other activities, necessary to ensure that the externally provided processes, products, and services meet requirements.

8.4.3   Information for external providers

The company shall ensure the adequacy of requirements prior to their communication to the external provider. The company shall communicate to external providers its requirements for:

The processes, products, and services to be provided;

- The approval of:

1. Products and services;
2. Methods, processes, and equipment;
3. The release of products and services;

- Also:

1. Competence, including any required qualification of persons;
2. the external providers' interactions with the company;
3. control and monitoring of the external providers' performance to be applied by the company;
4. Verification or validation activities that the company, or its customer, intends to perform at the external providers' premises.

These activities are further defined in Procurement Procedure;

8.5   Production and Service Provision

8.5.1   Control of Production and Service Provision

To control its process to provide products and services, EDECS considers, as applicable, the following:

- The customer contractual requirement stated in the approved shop drawings.

- The availability and use of suitable monitoring and measuring resources.

- The implementation of monitoring and measurement activities.

- The use of suitable infrastructure and environment.

- The appointment of competent persons, including any required qualifications.

- the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement.

- The implementation of actions to prevent human error.

- The implementation of release, delivery and project delivery/closure.

EDECS uses proper controls and monitoring as stated The Procurement Procedure;

EDECS IMS MANUAL
(QUALITY, ENVIRONMENT AND SAFETY)

Meeting our client's challenges is our daily work

EDECS
إيديكس الدولية للهندسة والمقاولات ش.م.م
EDECS EL Dawlia for Engineering & Contracting

8.5.2   Identification and Traceability

Where appropriate, EDECS identifies its products and services or other critical process outputs by suitable means. Such identification includes the status of the product with respect to monitoring and measurement requirements. Unless otherwise indicated as nonconforming, pending inspection or disposition, or some other similar identifier, all products shall be considered conforming and suitable for use.

8.5.3   Property Belonging to Customers or External Providers

Is all about handling property that is given to you to use, but that does not belong to you. This property is anything that is provided for you to use with, or incorporate into, your products and services. Clause 8.5.3 instructs you to be careful with the property given to you, meaning you need to identify, verify, protect, and safeguard the property while you manage it. Further, if it is lost, damaged, or unsuitable for use, you need to report this to the customer or external provider and keep records of the response.

8.5.4   Preservation

EDECS preserves conformity of product or other process outputs during internal processing and delivery.

This preservation includes identification, handling, packaging, storage, and protection.Preservation also applies to the constituent parts of a product.

NOTE Preservation can include identification, handling, contamination control, packaging, storage, transmission or transportation, and protection

8.5.6   Control of Changes

EDECS reviews and controls both planned and unplanned changes to processes to the extent necessary to ensure continuing conformity with all requirements.

Process change management is defined in the document.

8.6   Release of Products and Services

Acceptance criteria for products and services are defined in appropriate subordinate documentation. Reviews, inspections and tests are conducted at appropriate stages to verify that the requirements have been met.

This is done before products are released or services are delivered.Each process utilizes different methods for measuring and releasing products and/or services. These methods are defined in; Control of Nonconforming Outputs.

EDECS shall ensure that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

EDECS shall take appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This shall also apply to nonconforming products and services detected after delivery of products, during or after the provision of services. EDECS shall deal with nonconforming outputs in one or more of the following ways:

- Correction;
- Segregation, Containment, return or suspension of the provision of products and services;

- Informing The Customer;
- Obtaining authorization for acceptance under concession.
- Conformity to the requirements shall be verified when nonconforming outputs are corrected.

EDECS shall retain documented information that:

- Describes the nonconformity;
- Describes the actions taken;
- Describes any concessions obtained;
- Identifies the authority deciding the action in respect of the nonconformity.

8.   Performance Evaluation

9.1   Monitoring, Measurement, Analysis and Evaluation

9.1.1   General

The ownership teams, Operations Managers and process owners in EDECS define what will be monitored and measured, as well as the methods and timing for monitoring and measuring. Results of the monitoring and measuring will be evaluated at appropriate levels and functions in EDECS and the top-level management will evaluate the performance of the IMS during the management review.

EDECS shall determine:

- What needs to be monitored and measured;
- The methods for monitoring, measurement, analysis, and evaluation, as applicable, to ensure valid results;
- The criteria against which EDECS will evaluate its environmental performance and appropriate indicators;
- When the monitoring and measuring shall be performed;
- When the results from monitoring and measurement shall be analyzed and evaluated.

EDECS shall ensure that calibrated or verified monitoring and measurement equipment is used and maintained, as appropriate. EDECS shall evaluate its environmental performance and the effectiveness of the environmental management system. EDECS shall communicate relevant environmental performance information both internally and externally, as identified in its communication process and as required by its compliance obligations. EDECS shall retain appropriate documented information as evidence of the monitoring, measurement, analysis and evaluation results.

EDECS has determined which aspects of its IMS must be monitored and measured, as well as the methods to utilize and records to maintain, within this **IMS Manual; IMS/MANUAL/0320/01,** and subordinate documentation.

Monitoring and measurement of the processes, as defined in 4.4 above, ensure that the QA Manager evaluates the performance and effectiveness of the IMS itself.

9.1.2   Customer Satisfaction

As one of the measurements of the performance of the management system and one of the **Objectives**, EDECS monitors information relating to customer perception as to whether the company has met customer requirements. The methods for obtaining and using this information are mentioned in the KPI's; The corrective action system; shall be used to develop and implement plans for customer satisfaction improvement that address deficiencies identified by these evaluations and assess the effectiveness of the results.

9.1.3   Analysis and Evaluation of compliance

EDECS analyzes and evaluates the data and information arising from monitoring and measurement to evaluate:

- Conformity of products or services.
- The degree of customer satisfaction.
- The performance and effectiveness of the IMS.
- If planning has been implemented effectively.
- The effectiveness of actions taken to address risks and opportunities.
- The performance of external providers.
- The need for improvements to the IMS.
- Maintain knowledge and understanding of its compliance status

Statistical techniques used may be defined in appropriate documented procedures; in all cases, the methods are based on established standards or are otherwise determined to be statistically valid.

9.2   Internal Audit

EDECS plans and conducts internal audits at planned intervals to determine whether the management system conforms to contractual and regulatory requirements, to the requirements of ISO 9001, ISO 14001, and ISO 45001 and to management system requirements.

Audits also seek to ensure that the management system has been effectively implemented and is maintained, and the following requirements are satisfactorily achieved:

1. Definition of audit responsibilities;

2. Definition of requirements for planning and conducting the audit including taking appropriate correction and corrective actions without undue delay;

3. Assurance of auditor independence;

4. Recording of audit results;

5. Communication of audit results to management;

These activities are defined in the document the Internal Audit Procedure.

9.3   Management Review

The managing director reviews the management system, at planned intervals, to ensure its continuing suitability, adequacy and effectiveness. The review includes assessing opportunities for improvement, and the need for changes to the management system, including the **IMS Policy** and **IMS Objectives.**

Management review frequency, agenda (inputs), outputs, required members, actions taken and other review requirements are defined in the documented procedure Management review.Records from management reviews are maintained.

Management can include but not limited to below:

- Results of pervious audits and Management review meeting.
- Discuss the QMS objectives review the improvement plan for QMS / EMS / OHSMS,
- Establish a customer feedback and customer survey method
- Review the Audit result Review the NCRs if any
- Review the methods to check the project progress conformity.
- Review the monitoring and measurement result
- Review the performance of supplier and subcontractors
- Review the HR, infrastructure needs and resources
- Review the actions taken to address the Risk and Opportunities
- Review the opportunities for improvement.

10. Improvement

10.1 General

EDECS uses the management system to improve its processes, products and services. Such improvements aim to address the needs and expectations of customers as well as other interested parties, to the extent possible.

Improvement shall be driven by an analysis of data related to and shall be used to evaluate:

- Conformity of products and services.
- The degree of customer satisfaction.
- The performance and effectiveness of the management system.
- The effectiveness of the processes planned.
- The effectiveness of actions taken to address risks and opportunities.
- The performance of external providers.
- Other improvements to the management system.

10.2 Incidents, Nonconformity and Corrective Action

EDECS takes corrective action to eliminate the cause of nonconformity to prevent recurrence. These activities are done throughout all the IMS documentation.

10.3 Incident Investigation

EDECS has established, implemented and maintained a procedure to record, investigate and analyze incidents in order to:-

- Determine underlying OH&S deficiencies and other factors that might be causing or contributing to the occurrence of incidents;

- Identify the need for corrective action;
- Identify opportunities for preventive action;
- Identify opportunities for continual improvement;
- Communicate the results of such investigations.

The investigations will be performed in a timely manner. The results of incident investigations shall be documented and maintained. When an incident or a nonconformity occurs.

- React in a timely manner to the incident or nonconformity and,

 As applicable:

- Take action to control and correct it; deal with the consequences;
- Evaluate, with the participation of workers (see 5.4) and the involvement of other relevant interested parties, the need for corrective action to eliminate the root cause of the incident or nonconformity, in order that it does not recur or occur elsewhere,
    - By:
        1. Investigating the incident or reviewing the nonconformity;
        2. Determining the causes of the incident or nonconformity;
        3. Determining if similar incidents have occurred, nonconformities exist, or if they could potentially occur;
- Review existing assessments of OH&S risks and other risks, as appropriate (see 6.1);
    - determine and implement any action needed, including corrective action, in accordance with the hierarchy of controls (see 8.1.2) and the management of change (see 8.1.3);
    - Assess OH&S risks that relate to new or changed hazards, prior to taking action;
    - Review the effectiveness of any action taken, including corrective action;
    - Make changes to the OH&S management system, if necessary.

10.4   Continual Improvement

EDECS continually improves the suitability, adequacy, and effectiveness of the IMS. EDECS considers the results of analysis and evaluation, and the outputs from management review to determine if there are needs or opportunities to be addressed as part of continual improvement. Projects, project status, and responsibilities are recorded in the Continual Improvement Project Log.
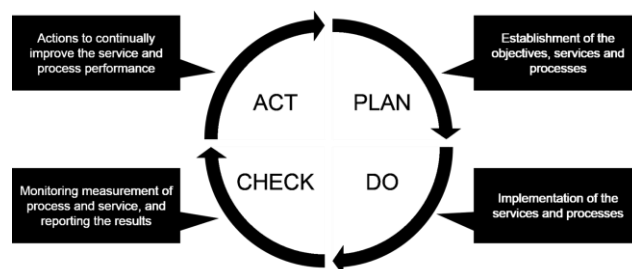

Figure 09: Continual improvement

End of IMS Manual