INTEGRATED MANAGEMENT SYSTEM
MANUAL
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1. Purpose & Scope

The purpose of this manual is to describe BUTEC’s integrated quality, environment, and occupational health & safety management systems (QMS, EMS, OHSMS). This Manual defines how the activities are conducted within BUTEC and it provides the needed documentation and procedures to fulfil the requirements of the three standards, Quality Management System (ISO 9001:2008), Environmental Management System (ISO 14001:2004), and Occupational Health and Safety Assessment Series OHSAS 18001:2007.

2. Policies

The overall commitment of the company towards the health and safety of its employees, quality, and environment is stated in the policies shown in the appendices of this manual. The management shall ensure that these policies are communicated to all BUTEC’s staff.

3. Acronyms

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>EMS</td>
<td>Environmental Management System</td>
</tr>
<tr>
<td>HOD</td>
<td>Head of Department</td>
</tr>
<tr>
<td>HSE</td>
<td>Health, Safety and Environment</td>
</tr>
<tr>
<td>IMS</td>
<td>Integrated Management System</td>
</tr>
<tr>
<td>OHSMS</td>
<td>Occupational Health and Safety Management System</td>
</tr>
<tr>
<td>PM</td>
<td>Project Manager</td>
</tr>
<tr>
<td>QM</td>
<td>Quality Manager</td>
</tr>
<tr>
<td>QMS</td>
<td>Quality Management System</td>
</tr>
<tr>
<td>SM</td>
<td>Safety Manager</td>
</tr>
</tbody>
</table>
4. Legal and Other Requirements

The HOD or the PM shall collect all available applicable legal requirements concerning Environmental regulations and Occupational health and safety from the various local Departments, Municipalities and Ministries and compile these requirements into a Register of Legal Requirements (HSE-FO-01), which shall be circulated to all concerned persons. The PM shall also include the contractual requirements for a specific project in case special OH&S or Environmental requirements are mentioned in the project contract specifications.

5. Objectives & Programs

For the sake of improving and meeting the requirements of the company’s policies with regard to the quality, environment and health and safety, the head of departments (HOD) shall establish objectives at the beginning of each year or at the early stages of a new project.

The objectives shall adhere to the following rules:

- Specific, Measurable, Achievable, Realistic, and Time bound (follow the SMART rule whenever applicable)
- Documented and communicated to the BUTEC top management (The Objectives table (QSE-FO-15) could be utilized to list the objectives and the relevant information)
- Consistent with the relevant project’s specifications and regulation.

After setting the objectives, a program shall be prepared in order to achieve those objectives. The program is an action plan for achieving the objectives by allocating the needed resources (human, finance, equipment,…etc) and by setting out a time frame for reaching them.
6. Roles & Responsibilities

BUTEC has documented the roles and responsibility of key personnel in the job description presented in HR forms HR-FO-10.

As for the BUTEC companies, the available organizational charts define the roles of personnel and their interrelationship.

It is the responsibility of project managers and head of departments to define the responsibilities of their team and assure all members understand their roles and the company’s policy.

7. Training & Awareness

The management is aware that the success of its management systems relies on the understanding and awareness of its staff. The management is responsible for ensuring that appropriate training is provided for and attended by their staff in order to carry out their assigned duties.

All new staff (employed for more than 3 months) shall be presented with an induction manual which outlines necessary information needed.

The human resources training procedure sets out the requirement for training the staff and HR then collects feedback from for the training from all concerned parties.

The procedure for Training (HR-PR-01) outlines the steps needed to carry out the training.

8. Communication

**Internal Communication**

Internal communications shall be implemented to ensure those personnel at each relevant level are aware of the following:

- The importance of conformance with the IMS policies, procedures and system
- The potential consequences of system non-conformances
Individual roles and responsibilities in achieving conformance with procedures, including emergency preparedness and response

Internal communications may be accomplished by the use of:

- Awareness training of facility personnel, as appropriate in line with job function
- Use of site or office board for posting relevant information
- Electronic mail
- Team meetings and meeting minutes

**External Communication**

Correspondences received by external interested parties shall be responded to by the appropriate manager or head of department. Records of those shall be kept on the BIS, where applicable, or in the local site files.

Contractors and visitors entering construction areas prone to be of a significant risk to their health and safety shall undergo a proper training where all the associated OH&S risks and the necessary preventive measures are communicated to them.

All external communications concerning the health, safety, and environmental aspects of the various facilities and project construction sites, which are received by project managers or Head of departments, shall be directed to the management for proper response and filing.

In the occasion of an unfortunate severe accident to employees, such as death, or major environmental impact on site, only the project manager or the head of department shall communicate the information to the family or the concerned parties or legal authorities.

9. **Documentation of IMS**

BUTEC shall establish, maintain, and implement an IMS documentation system based on the requirements of ISO 9001, ISO 14001, and OHSAS 18001. The documents shall cover the requirements in the three stated standards that are in common. Separate documents are
established to address standard-specific requirement (e.g. environmental impact, risk assessment procedure, incident reporting, emergency response procedure, etc). These generic documents may be supplemented by project-specific documents, such as HSE plan, inspection & test plan, and document control procedure, etc, for the sake of satisfying clients requirements and relevant project specifications and needs. BUTEC has excluded after sales services documentation as it does not cover these activities.

**Quality Management System**

BUTEC has established procedures to effectively control and manage its activities amongst its departments and branches. The documents have distinctive codes as shown in the table below:

<table>
<thead>
<tr>
<th>Department/Section</th>
<th>Letter code for the issued documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finance &amp; Accounting</td>
<td>ACC</td>
</tr>
<tr>
<td>Information Technology</td>
<td>IT</td>
</tr>
<tr>
<td>Logistics</td>
<td>LOG</td>
</tr>
<tr>
<td>Design Department</td>
<td>DD</td>
</tr>
<tr>
<td>Quality, Safety, and Environment</td>
<td>QSE</td>
</tr>
<tr>
<td>Commercial</td>
<td>COM</td>
</tr>
<tr>
<td>Procurement</td>
<td>PROC</td>
</tr>
<tr>
<td>Planning &amp; Cost Control</td>
<td>PCC</td>
</tr>
<tr>
<td>Contract Administration</td>
<td>CAD</td>
</tr>
<tr>
<td>Human Resources</td>
<td>HR</td>
</tr>
<tr>
<td>Execution</td>
<td>EXE</td>
</tr>
</tbody>
</table>

The procedures serve the purpose of fulfilling the requirements of ISO 9001 and to be coherent with the quality policy. The proper implementation of these procedures guarantees the quality of executed works and eliminates deficiencies in the management system.
**Health, Safety and Environment**

BUTEC has established a set of procedures to control its environmental impact and mitigate or eliminate health and safety hazard to its workforce. The documents have distinctive codes as shown in the table below:

<table>
<thead>
<tr>
<th>Department/Section</th>
<th>Letter code for the issued documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health &amp; Safety</td>
<td>HS</td>
</tr>
<tr>
<td>Environment</td>
<td>ENV</td>
</tr>
<tr>
<td>Health, Safety, and Environment</td>
<td>HSE</td>
</tr>
</tbody>
</table>

The set of issued procedures for the health, safety, and environment satisfy the standard’s requirements to assess the risks associated with the company activities and its environmental impact. Operational controls are developed for the purpose of controlling those risks and impacts.

10. **Control of Documents**

All the documents shall be readily available as soft copies on the company’s data base system, BIS. This system shall maintain the recent editions of the manual documents. All the documents related to this IMS manual are controlled as per the procedure QSE-PR-01.

A procedure is also established to control all the documents generated internally or received externally in QSE-PR-02.

11. **Control of Records**

All records, which are documents that state results achieved or provide evidence of activities performed, are kept and maintained for the specified period of time in the issued list QSE-LI-02 Control of List of IMS Records.
12. **Operational Controls**

Relevant operational control procedure shall be issued to control and manage the associated health risks and environmental hazards.

The available operational control procedures were prepared based on the risk assessment done at the time this manual was being developed. Different procedure shall be added to the management system for any future changes in high risk activities. Alternatively, existing procedures could be amended as necessary to reflect those newly developed hazards.

At the project level, these procedures could be used as a guideline for a safe operation on site and also as template for the issuing of a safety procedure to fulfil any specific project safety requirements or environmental aspects. The project management team is responsible for the development of such operational control procedures.

13. **Emergency Preparedness & Response**

All BUTEC employees shall be trained on how to respond and behave in an emergency situation. All the necessary information (i.e. emergency phone numbers, fire extinguishers location, assembly point location …etc.) shall be readily available and posted at appropriate locations in the office and on the project sites. More details are provided in the procedure HS-PR-03 for the Emergency preparedness & response.

14. **Performance Measurement**

*Work place Inspection*

Health and Safety inspections are required at BUTEC project sites and office premises at least twice a year and they are performed internally by safety officers. The inspection process is necessary to point out to the project management any potential health & safety hazard and identify methods and tools to mitigate them.
Incident Reporting & Investigating

All incidents (major ones, “near miss”, or property damage) shall be reported to the project management team. The safety officers shall report quarterly any accident, minor or major in nature that occurs on site. The required information needed for reporting is detailed in the procedure for Accident Reporting (HS-PR-04). The data are used to compile statistical information for analytical purpose and OH&S performance indicator. BUTEC's policy on incident, accident, or near miss reporting is to adopt a positive attitude toward the reports in order to encourage the employees to do the reports knowing that no one will be blamed and the sole purpose of the reporting is for statistical purposes (performance indicator) and for learning from mistakes.

15. Internal Audits

The quality department shall coordinate plan all the audit-related activities associated with the integrated management system. The audit cycle shall be once or more per year and as needed based on previous audits or newly established activities. The audit is performed to verify that BUTEC activities comply with this manual at the appropriate level. Audit results are used to identify areas for improvement and are used to provide data for the quality department to investigate overall performance of the management systems. Based on this analysis, preventive actions are issued in order to bring awareness to the concerned persons about their weaknesses. The procedure that covers this process is Internal Audit QSE-PR-05.

16. Non Conformance, Corrective, and Preventive Action

Employees have the responsibility to report any perceived non conformance within the activities in BUTEC. A non conformance report is intended to identify areas of a malfunction in the company’s processes, a possible environmental hazard, or a health and safety risk. Corrective and preventive action reports are issued to remedy the deficiency or prevent a possible hazard.
Procedure QSE-PR-06 document the process needed to issue the reports and the forms needed and to identify the responsible persons.

17. Management Review

Top Management conducts annually an overall evaluation of all elements of the IMS management system to ensure its continuing suitability, adequacy, and effectiveness. The outcome of the meeting is recorded and the review shall address the following topics:

- Review of the actions taken since the previous management review meeting.
- Review of the internal audits performed.
- The suitability of the current BUTEC’s policy.
- Evaluate the effectiveness of the procedures and whether objectives are met
- Propose improvements to the system
- Take into account any foreseeable changes to legislation or technology
Appendix A  Quality Policy

**Quality Policy**

BUTEC is a general contracting company established since 1963 with an international presence. BUTEC has a diversified experience in complex construction projects, with engineering, procurement, and construction capabilities.

BUTEC, management & staff, undertakes to:

- Deliver quality products on time
- Perform as per its obligation
- Strive to achieve client satisfaction
- Implement a quality management system as per ISO 9001:2008 requirements.
- Communicate this policy along with the IMS manual and the related procedures to all BUTEC staff and insure they understand it through continuous training and auditing programs.

BUTEC is keen that new quality objectives are continuously established and realized at all levels of the organization as a commitment for continual improvement.

Management review meetings shall oversee the proper implementation of this system and set directions and priorities for the different components of the organization.

BUTEC is “committed to perform”.

Signed: ____________________________

Name:  Dr. Nizar Younes

Title:  General manager/Chairman of the board

Date:  March 2010
Appendix B  Occupational Health & Safety Policy

Occupational Health & Safety

Policy

The safety of the employees and visitors at the work place is BUTEC’s utmost concern and the management is keen to provide the necessary training and protective equipments to them. BUTEC has taken the responsibility to protect the employees from any safety hazard, eliminate any work-related injury and safeguard their safety throughout their activities.

The management is confident that through the rigorous safety programs and safety training sessions, people will adopt the safety mentality as safety regulations will be instilled into their attitudes.

All project managers shall instruct their execution team to strictly adhere to the health & safety regulations and must ensure that they are properly trained and competent to perform their activities.

The safety officers have the full support from the management to carry on their duties in assuring the safety of the workers and reporting any imminent health & safety hazards.

BUTEC management is committed to continuously improve the Occupational Health and Safety management system

Signed:  

Name:  Dr. Nizar Younes
Title:  General manager/Chairman of the board
Date:  March 2010
Appendix C  Environmental Policy

Environmental Policy

Our Environmental Policy is to be a responsible corporate citizen in protecting the environment. We are committed to complying with accepted environmental practices, including the commitment to meet or exceed applicable legal and other requirements, to strive for continual improvement in our environmental management system, and to minimize the creation of wastes and pollution. We will, therefore, manage our processes, our materials, and our people in order to reduce the environmental impacts associated with our work.

Our Environmental Policy provides the framework for setting and reviewing environmental objectives and targets. Our Environmental Policy is documented, implemented and maintained and communicated to all employees.

Butec pledges to implement and operate the Environmental Management System according to the International Standard ISO 14001:2004 to further enhance environmental performance. Our main goals and commitments are to:

- Investigate the reduction of hazardous and toxic chemicals used
- Reduce, reuse and recycle waste and packaging
- Improve the efficiency of energy waste

This policy will be communicated to all parties interested in the performance of our environmental management system, including the public.

Signed: ..........................................

Name:  Dr. Nizar Younes
Title:  General manager/Chairman of the board
Date:  March 2010
Appendix D  General Organizational Chart

* QHSE: Quality, Health, Safety and Environment