

ISO 45001:2017

DIS

*OH&S Management Systems
Manual*

[Preview]

[Company Name]

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4.2 Understanding the needs and expectations of workers and other interested parties

Interaction of [Company Name] with interested parties (fig. 4.2-01) includes:

- Definition of interested parties relevant to the OH&S management system;
- Monitoring and analysis of needs and expectations of interested parties.

Definition of interested parties relevant to the OH&S management system is conducted in management review (sec. 9.3).

Monitoring and analysis of needs and expectations of interested parties is conducted on the regular basis in accordance with the diagram shown in fig.4.2-01.

Interested parties	Basic needs and expectations of an interested party	Form of information about the needs and expectations of an interested party
<i>Workers</i>	<i>No injuries. Minimizing negative impact on health. Adapting of work, it's organization and environment to workers. Ensuring favorable conditions for production and occupational safety. Providing means of individual protection, protective clothing.</i>	<i>Consultation and participation of workers (sec.5.4) Internal communication (sec.7.4.2)</i>
<i>Owners, shareholders</i>	<i>Minimizing risks and losses. Increasing market capitalization.</i>	<i>Shareholders (owners) meetings minutes - reviewed by management</i>

Interested parties	Basic needs and expectations of an interested party	Form of information about the needs and expectations of an interested party
<i>State through legal and regulatory bodies (local, regional, state /provincial, national or international)</i>	<i>Increasing of life expectancy, as a component of sustainable development of the state. Observance of national laws and international norms by all subjects of occupational safety at all levels. Implementation of state policy in the field of occupational safety.</i>	<i>Legal requirements – reviewed by the Occupational safety department (sec.6.1.3)</i>
<i>Society</i>	<i>Health of the Nation</i>	<i>External communication (sec.7.4.3)</i>
<i>Consumers</i>	<i>Minimizing the risks of injuries when receiving a service. Moral satisfaction from the fact that the consumed products are not connected with injuries and harmful production.</i>	<i>Information on customer relations - analyzed and used as advertising by marketing and sales services.</i>
<i>Providers</i>	<i>Increasing the organization's loyalty</i>	<i>Procurement requirements include OH&S requirements (sec.8.1.5)</i>
<i>Contractors</i>	<i>Minimizing OH&S Hazards and Risks.</i>	<i>Coordination with contractors in OH&S hazard identification and risk assessment (sec.8.1.6)</i>

Fig. 4.2-01. Diagram of monitoring and analysis of interested parties needs and expectations.

Two-way communication of the organization with the stakeholders can be carried out, including the transfer of information on the organization’s OH&S management system activities.

Each employee has an opportunity to be familiarized with the functioning of the OH&S management system through internal communication (sec.7.4.2) and word own needs and expectations by:

- Expressing one's opinion at the organization’s OH&S meetings (sec.7.4.2);
- Discussing drafts of the OH S normative documents on the intranet before their approval (sec.7.5);



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- Submitting proposals related to their needs and expectations, as well as deficiencies or improvements in the OH&S management system (sec.10.2).

The results of interested parties' needs and expectations monitoring and analysis are taken into account:

- When defining the scope of the OH&S management system (sec.4.3);
- In management review (sec.9.3);
- In operational planning and control (sec.8.1).

SAMPLE

4.3 Determining the Scope of the OH&S Management System

The Scope of the [Company Name] OH&S management system is established based on the factors presented on fig.4.3-01.

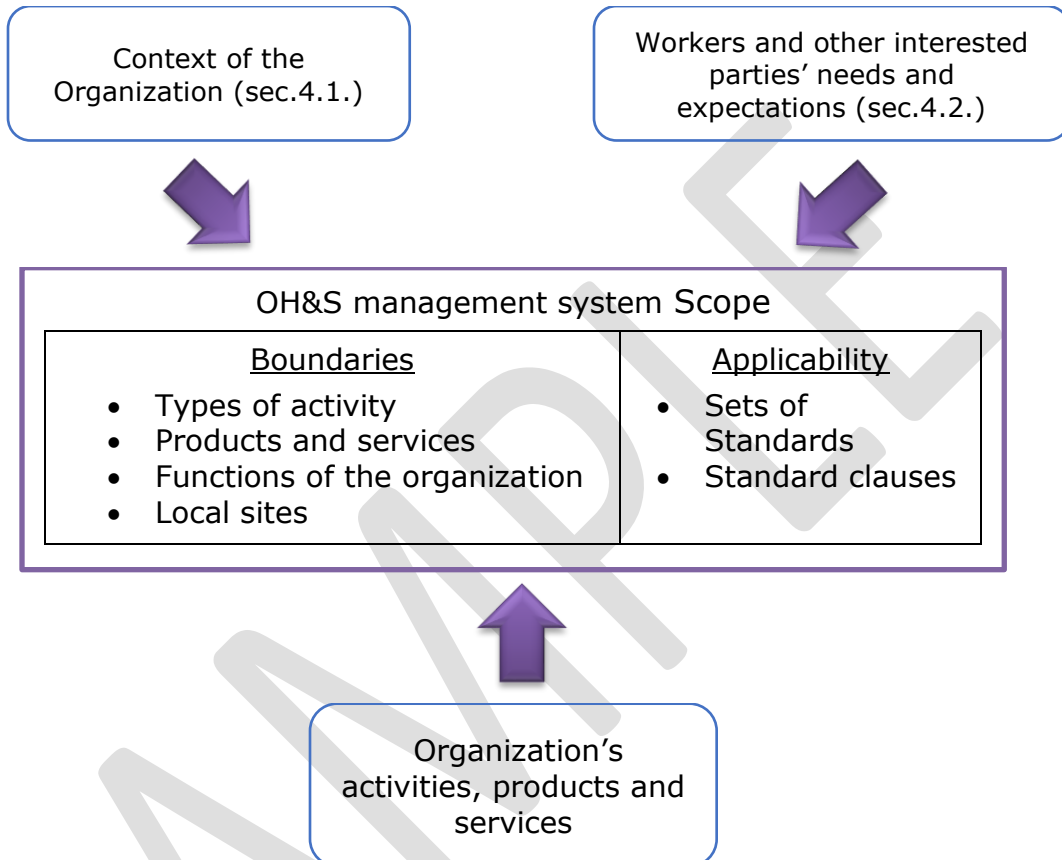


Fig.4.3-01. Diagram of factors that are taken into account when defining scope of the [Company Name] OH&S management system.

The Scope of the [Company Name] OH&S management system covers:

- All processes of [Company Name]'s subdivisions *[list the subdivisions/processes if anything is excluded]*;
- All sites of the Organization *[list the sites if anything is excluded]*;
- Products covered by the OH&S management system:
 - Click to enter Product/Service Name
 - Click to enter Product/Service Name

- All requirements of international standard ISO 45001:2017.

The information about the scope of the OH&S management system is available to all interested parties via communication (sec.7.4).

4.4. OH&S Management System

[Company Name] developed, implemented, maintains, and continually improves OH&S management system in compliance with the requirements of ISO 45001:2017 that includes:

- OH&S management system processes
- OH&S management system documented information, including procedures (sec.7.5)
- Resources, including personnel (sec.7.1, sec.7.2)
- Organizational structure, roles and responsibilities (sec.5.3)

Organization leadership defines OH&S management system processes within the management review activity (sec.9.3), in compliance with ISO 45001:2017 requirements, based on the strategic directions of the organization's development, internal and external context (sec.4.1), needs and expectations of interested parties (sec.4.2) and scope of the OH&S management system (sec.4.3).

OH&S management system processes include:

- Actions to address risks and opportunities (sec.6.1.1)
- Hazard identification and assessment of risks and opportunities (sec.6.1.2)
- Determination of legal requirements and other requirements (sec.6.1.3)
- Control of personnel (sec.7.1, sec.7.2)
- Control of monitoring and measuring resources (sec.7.1)
- Control of organizational knowledge, relevant to the OH&S (7.1.3)
- Communication (sec.7.4)
- Control of documented information (sec.7.5)
- Operational planning and control (sec.8.1)
- Emergency preparedness and response (sec.8.2)
- Internal audit (sec.9.2)
- Management review (sec.5, sec.9.3)
- Control of incident and corrective action (sec.10.2)

In addition to these processes listed above, Actions to improve OH&S management system (10.3) are the integral part of the OH&S management system.



OH&S management system processes interact in accordance with the PDCA model (Figure 4.4-01).

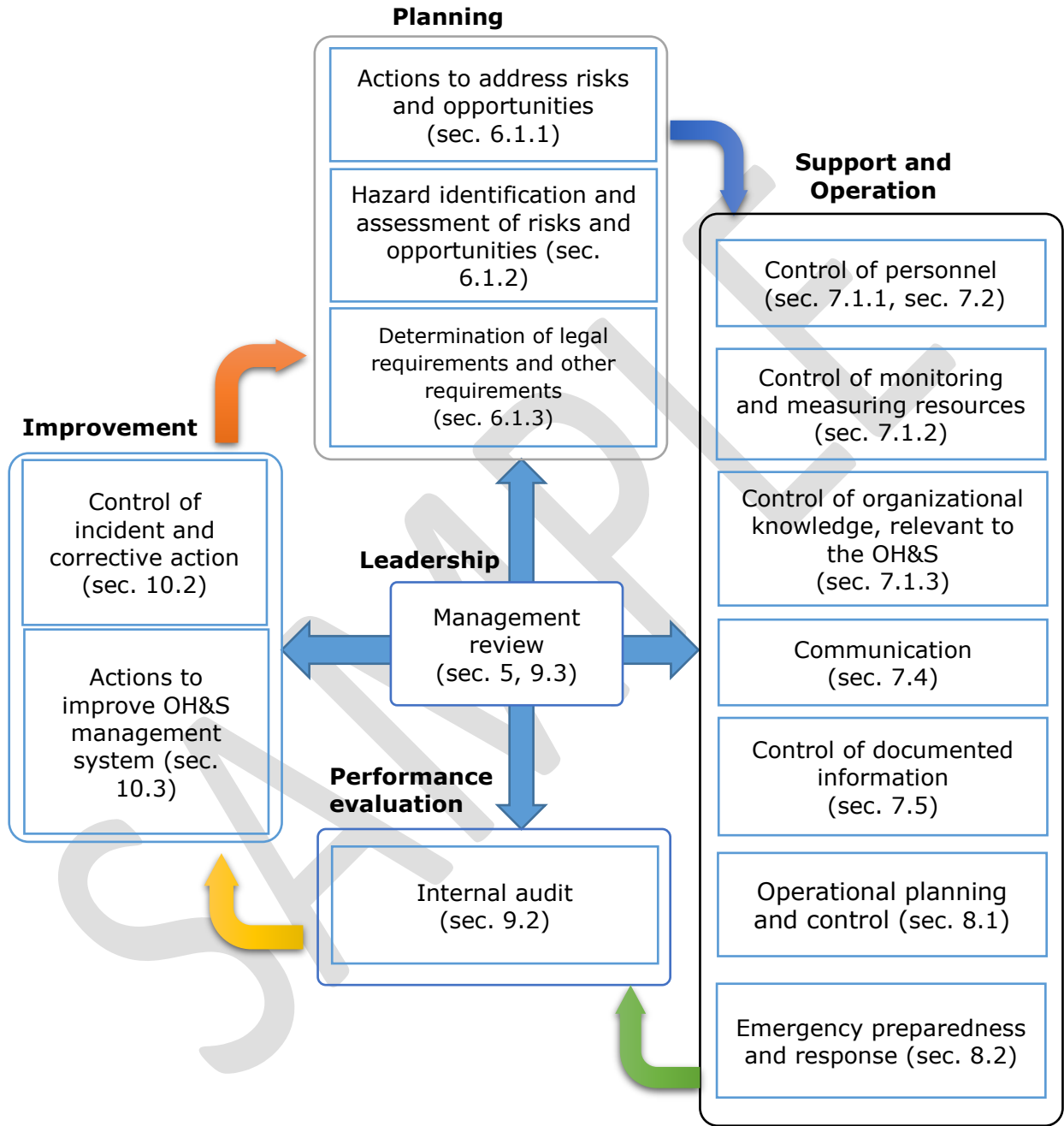


Figure 4.4-01 OH&S management system Processes interaction diagram



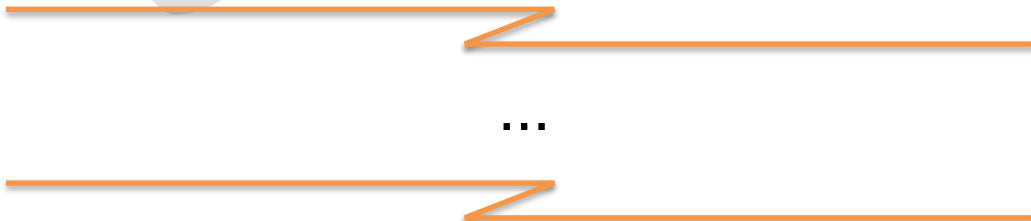
OH&S management system processes implementation is regulated by this Manual as well as the documented procedures. It includes definition of required inputs, expected outputs, processes sequence and interactions.

Process owners are responsible for process operation and, above other, ensure:

- The completeness of process description;
- Definition of responsibilities and authorities of process operators;
- Sufficient resources within the process budget;
- Definition of Process criteria; expert group (in case of expert evaluation) establishes the frequency of process criteria measurement and analysis;
- Analyses of trend and provision of information for management review;
- Identification, analysis, and treatment of risks and opportunities, including hazard identification (sec.6.1);
- Activities to improve the process using process resources and (or) the initiation (and escalation to the leadership) of process improvement projects that require the budget of the organization (sec.6.2).

OH&S management system processes' activities are carried out in all business processes of the organization, that are in scope of the OH&S management system, including Design and development, Control of external processes, products, and services (Purchases), Production and service provision, Marketing, Contract analysis, etc.

Control of changes is an essential part of OH&S management system operation. Analysis of changes in the OH&S management system is done via Management review (sec.9.3). Monitoring of the results of changes in the OH&S management system is carried out during internal audits (sec. 9.2).



5.4 Consultation and participation of workers

[Company Name] established, implemented and maintains processes for Consultation and participation of workers at all levels and functions, as well as representatives of employees, in development, planning, operation, performance evaluation and actions to improve the OH&S management system as follows.

a) Mechanisms and resources for consultation and participation of workers are identified and provided via:

- Organization's OH&S meetings;
- OH&S training, including briefings (sec.7.2);
- Inclusion of sections on the distribution of responsibility and authority for OH&S in job descriptions (sec.5.3);
- Employees' participation in expert groups, including identification of hazards and assessment of risks and opportunities (sec.6.1.2);
- Employees' participation in commissions, including investigation of incidents (sec.10.2);
- Integration of OH&S activities into business processes of the organization (sec.6.1.4);
- Emergency preparedness and response (sec.8.2);
- Discussions of draft OH&S normative documents on the intranet before their approval (sec.7.5);
- Submitting proposals regarding their needs and expectations, as well as deficiencies or improvements in the OH&S management system (sec.10.2).

Organization's OH&S meetings include:

- Organization's coordinating council meetings – are chaired by the director and held at least once a year (sec. 9.3);
- Monthly OH&S meetings of subdivision leaders – chaired by the head of the occupational safety department;
- OH&S issues review at the operational production meetings of structural subdivisions - chaired by the structural subdivision's leader;

- OH&S focused meetings at the level of structural subdivision leaders (or at the structural subdivision level) - chaired by the head of the occupational safety department as required.

Note: *The structure and level of OH&S meetings in the organization is adopted by the Coordinating Council.*

Decisions of the organization's OH&S issues meetings (except daily operational production meetings of structural subdivisions) are recorded and managed as documented information (sec.7.5).

b) Timely access to clear, understandable and up-to-date OH&S management system information is provisioned via internal communication (sec.7.4.2);

c) To remove barriers for participation of workers:

- OH&S training and continuous education is provided free of charge (whenever possible);
- OH&S training is conducted during working hours (whenever possible);
- Each employee can freely submit proposals for deficiencies, including information on blocks and barriers for participation of workers, or improvements to the OH&S management system (sec.10.2).

d) Consultation of workers is provided as per the diagram below (fig. 5.4-01).

#	Object of consultation of workers	Mechanism of consultation of workers	OH&S Manual Section
1	<i>Identifying the needs and expectations of interested parties</i>	<ul style="list-style-type: none"> - <i>Voicing worker's opinion at OH&S structural subdivisions meetings.</i> - <i>Discussions of draft OH&S normative documents on intranet before their approval.</i> - <i>Submission of workers' proposals regarding their needs and expectations, as well as deficiencies or improvements of the OH&S management system.</i> 	4.2
2	<i>Establishing of OH&S policy</i>	<ul style="list-style-type: none"> - <i>Clarification at structural subdivisions OH&S meetings.</i> 	5.2

#	Object of consultation of workers	Mechanism of consultation of workers	OH&S Manual Section
		- Explanation during OH&S training, including briefings.	
3	Assigning organizational roles, responsibilities and authorities	- Discussion at structural subdivisions OH&S meetings.	5.3
4	Definition of compliance with legal requirements and other requirements	- Clarification at structural subdivisions OH&S meetings. - Explanation during OH&S training, including briefings.	6.1.3
5	Establishing of OH&S objectives and planning to achieve them	- Clarification at structural subdivisions OH&S meetings.	6.2
6	Determining of applicable outsourcing, procurement and suppliers' management	- Clarification at structural subdivisions OH&S meetings. - Explanation during OH&S training, including briefings.	8.1.4, 8.1.5, 8.1.6
7	Determining what needs to be monitored, measured and evaluated	- Clarification at structural subdivisions OH&S meetings. - Explanation during OH&S training, including briefings.	9.1.1
8	Planning, creating, implementing and maintaining an audit program	- Discussion at meetings, including an introductory and final internal audit meeting. - Explanation in training, including training of internal auditors	9.2

#	Object of consultation of workers	Mechanism of consultation of workers	OH&S Manual Section
9	- Establishing a process of continual improvement	- Explanation during training. - Clarification at structural subdivisions OH&S meetings.	10.2.2

Fig. 5.4-01. Diagram of consultation of workers on the development, planning, operation, efficiency evaluation and actions to improve the OH&S management system.

e) Participation of workers is ensured according to the diagram (fig. 5.4-02).

#	Object of participation of workers	Mechanism of participation of workers	OH&S Manual Section
1	Identifying the mechanisms for consultation and participation in them.	- Voicing worker's opinion at OH&S structural subdivisions meetings. - Submission of workers' proposals regarding their needs and expectations, as well as deficiencies or improvements of the OH&S management system.	-
2	Identifying hazards and assessing risks and opportunities	- Participation of workers in expert groups.	6.1.2
3	Actions to eliminate hazards and reduce OH&S risks	- Integration of OH&S activities into the business processes of the organization. - Emergency preparedness and response.	6.1.4, 8.2
4	Determination of requirements for competence, training needs, conducting training and training evaluation	- Discussion at structural subdivisions OH&S meetings. - Participation in OH&S training and training evaluation.	7.2
5	Determining what should be communicated and how it should be done	- Discussion at structural subdivisions OH&S meetings. - Discussions of draft OH&S normative documents on intranet before their approval, including documents that regulate communication.	7.4

#	Object of participation of workers	Mechanism of participation of workers	OH&S Manual Section
		- Submission of proposals regarding deficiencies or improvements of the OH&S management system.	
6	Identification of control measures and their effective implementation	- Discussion at structural subdivisions OH&S meetings. - Submission of proposals regarding deficiencies or improvements of the OH&S management system.	8.1, 8.1.3, 8.2
7	Investigation of incidents and nonconformities, and identifying corrective actions	- Explanation during OH&S training, including briefings. - Clarification at structural subdivisions OH&S meetings.	10.1

Fig. 5.4-02. Diagram of participation of workers in the development, planning, operation, efficiency evaluation and actions to improve the OH&S management system.

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