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# Purpose

The purpose of this procedure is to define the process, mechanism and responsibilities for:

* + - Management Systems organization structure, responsibilities and authorities.
    - Internal communication and consultation, as well as responding to appropriate communication from external interested parties relating to the Management Systems implemented at PCL.

# 2.0 Process Owner

Manager Manufacturing excellenceor his/her designated person is the process owner of this procedure. He/She is responsible to:

* + - Ensure effective implementation of this procedure.
    - Ensure that the procedure remains updated and available to all concerned.

# 3.0 Organisation Structure, Responsibility and Authority

The top management for PCL consists of CEO**,** Manager Manufacturing Excellence, Departmental / BU Heads. Organization chart placed as Appendix B to this procedure. The top management is responsible for:

* Conducting management reviews at planned intervals to ensure overall effectiveness, adequacy, suitability and continual improvement of PCL’s Management Systems
* Defining Management Systems organization structure, responsibility and authority (job descriptions/KPI and competence levels).
* Authorizing IMS policy and objectives.
* Taking ultimate responsibility for PCL’s Management Systems.
* Appointing a Management Representative for each Management System implemented at PCL
* Providing resources to establish, implement, maintain and continually improve the Management Systems at PCL
* Ensuring appropriate communication processes are established within the organization and for managing outside communication relating to the Management Systems at PCL.
* Communicating to the organization the importance of Management Systems as well as regulatory and statutory requirements

# Management Representative (MR)

Manager Manufacturing excellenceis the Management Representative for PCL. The functions of Management Representative are:

* + - To ensure that processes needed for requirements are established,

respective Management System

implemented, maintained and improved in accordance with the requirements of the standard.

* + - Reporting on the performance of the respective Management System to top management for review which serves as a basis of improvement.
    - Liaison with external parties on Management System related issues.

# Departmental Systems Coordinators

* + Systems Coordinator has been nominated by each department at PCL, and he/she should have at least 1 year work experience in PCL. The appointment of Management Systems coordinator must be for the minimum period of 1 year.
    - The Systems Coordinator is/are headed by Departmental Head
    - Each Systems Coordinator has representation from all levels within the department.
    - The Departmental Systems coordinator will have the responsibilities including but not limited to:
      * Conducting Monthly Inspections/Walk Around Inspections
      * Conducting Systems Audits as per the Internal Audit Plan
      * Floor Maintenance and Upkeep
      * Trainings
      * Meetings as and when required
      * Coordinating with other departments as and when needed
      * Any other tasks/activities as per the requirement of the system

# Employees are represented on the Management Systems matters through Pink slip (IMS-F-07) for continual improvement

# Departmental Heads

The Line Management is responsible and accountable for the Implementation of Management Systems in his/her domain. Each departmental Head is responsible to ensure that:

* + - All persons fully implement the requirements of Management Systems in the concerned departments.
    - Identify Management Systems training needs and ensure that the department staff is well trained and competent on Management Systems.
    - To ensure that all existing or new controls specified in the Management Systems are implemented and maintained.
    - To nominate Management Systems coordinator(s) and Risk Assessment Teams in their respective departments.

# Departmental Risk Assessment Teams:

Departmental head appoints Risk Assessment (RA) Teams in each department having the following responsibilities.

* + - To conduct Risk Assessments/Hazard Analysis & Environmental Aspect & Impact Assessments as per the Management System Requirement.
    - To act as specialists and resource persons for knowledge and training of personnel in their respective departments on all matters relating to the Management Systems.
    - To suggest suitable controls on incidents, hazards and unsafe conditions/ behaviors identified in the department.
    - If the RA Team discovers a new hazard/threat or need of a new control, it raises IMS-F-07 and gives it to departmental Head for further action.
    - If the RA team notices that an already specified / existing control is missing or ineffective, it raises (IMS-F- 07) and informs the respective MR or his/her designated person for further action.
    - To ensure that the MS hazard and risk registers remain updated and new hazards that have been identified are included in RA register and controlled.
    - To perform any other Management Systems related assignments given by MR or his/her designated person.

# Communication

* 1. **Internal Communication**

PCL has established a process for participation, involvement, consultation; hazard reporting, incident reporting, suggestions and concerns of all employees on all matters relating to the Management Systems by creating following mechanisms.

* + - Intranet and website
    - Notice boards displays
    - Hard copies of Management Systems documents
    - Induction training and frequent refresher trainings
    - Departmental walk around inspections
    - Phone/ e mails / meetings
    - All persons can give a Management Systems related suggestion or report an incident or hazard by sending an e mail/ hard copy of Pink Slip IMS-F-07 to Departmental Head or MR. It is investigated by Departmental Management Systems Coordinator, and sent to the MR for verification of corrective actions and effectiveness. IMS-F-08 and Pink Slip are kept as a record by MR.
    - Management reviews by top management.

# Communication with on-site Contractors

Communication process with contractors is defined in manual.

# Communication with external interested parties

MR or his/her designated person communicates with external interested parties regarding inquiries/ requests/ complaints / suggestions/ information on any aspect of PCL’s Management Systems.

a)

1. For legal requirements, legal cell (IR Department) will keep the updated record & distribution.
2. Any written communication related to Management Systems matters (received or responded) is placed in the respective Management Systems Communication Folder, and maintained by MR or his/her designated person. This folder also contains any decisions taken by PCL on complaints/ concerns of interested parties.

# 5.0 Records 6.0

|  |  |  |  |
| --- | --- | --- | --- |
| **Record No.** | **Record Name** | **Maintained by** | **Retention Period** |
| File # 33 | PCL External Communication Folder | MR | 5 Years |
| Appendix A | Map of PCL | MR | 2 Years |
| Appendix B | Management Systems Structure | MR | 2 Years |

AMENDMENT HISTORY

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| REV # | DATE | PART/ SECTION | NATURE OF AMENDMENT | DONE BY |
| 1 | July 2024 | First page | Incorporation of review history | Hina |