## Clause 5.3 - Organisation Roles, Responsibilities and Authorities

**Purpose and Scope**

To describe the responsibilities and authorities for the IMS and to define the organisation structure for the effective operation of the IMS.

**Associated Documents**

Job/Position Descriptions.

Employee Contracts.

Human Resources Module.

Access Rights Sub-Module.

**Procedure**

1. The responsibility, accountability and authority of all personnel involved in the IMS is to be defined, documented and communicated in order to facilitate effective IMS. This is to include any responsibilities and accountability that is imposed by legislation.
2. Responsibilities, accountabilities and authorities are documented in position descriptions and throughout the IMS.
3. Where suppliers are involved, their responsibilities and accountabilities are to be clarified and documented by the responsible employee with authority.
4. All employees and Suppliers will comply with their responsibilities.

The Management Team are to:

1. Ensure organisation-wide compliance to the IMS.
2. Appoint the IMS Management Representative.
3. Ensure that the assigned roles, responsibilities and authorities are communicated and understood.
4. Communicate the importance of meeting customer, 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:
   1. Policies.
   2. Current IMS objectives, targets and plans.
   3. The importance of compliance with the IMS.
   4. Their contribution to the effectiveness of the IMS, including the benefits of improved performance.
   5. 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.
11. Utilise Mango for the effective control of the IMS.
12. Actively promote and participate in IMS initiatives.

The Management Representative is to:

1. Ensure that the:
   1. IMS is established implemented and maintained in accordance with the requirements of the standards.
   2. IMS processes are delivering their intended outputs.
   3. Promotion of customer focus throughout the company.
   4. Integrity of the IMS is maintained when changes to the IMS are planned and implemented.
2. Report on the performance of the IMS for review and as a basis for continual improvement.
3. Perform the role of Administrator which has the authority to ensure access rights in the IMS, for individuals, are in-line with their levels of authorities and responsibility in the organisation.
4. Monitor, communicate and incorporate changes in the legal and other requirements in the IMS.
5. Communicate amendments to the IMS.
6. Advise and provide guidance to ensure compliance to the IMS is maintained.
7. Provide guidance in developing action plans and conducting management system reviews.
8. Ensure that audits and inspections are conducted in accordance with the schedule.
9. Ensure that Mango is effectively utilised to administer and control the IMS.
10. Provide and or arrange for ongoing training and coaching to personnel with respect to IMS matters.
11. Coordinate and participate in IMS meetings including the Management Review.
12. Publish and control all IMS documents.
13. Actively promote and participate in IMS initiatives.
14. Coordinate and administer arrangements with the certification agency.

Employees are to:

1. Ensure that the IMS is effectively implemented and maintained within their area of responsibility.
2. Actively encourage all personnel to contribute towards the continual improvement of the IMS.
3. Incorporate the IMS as part of site and departmental inspections and reviews.
4. Determine and escalate the need for resource requirements for the effective operation of the IMS.
5. Participate in IMS meetings including the Management Review.
6. Utilise Mango for the effective control of the IMS.
7. Actively promote and participate in IMS initiatives.
8. Promptly report any unsafe working conditions, faulty equipment, hazards/risks, injuries or incidents

Suppliers and Contractors are to:

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

Organisation Structure

1. The Company recognises that the structure of the organisation needs to constantly evolve in order to meet the changing needs of clients, the market and compliance obligations.
2. The Management Team are responsible for ensuring the structure of the organisation is appropriate to the current business needs and will ensure that the organisation chart is regularly reviewed and maintained.

#### References:

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| **ISO 9001** | **ISO 14001** | **ISO 45001** |
| 5.3 | 5.3 | 5.3 |