MANUAL FOR INTEGRATED QUALITY, ENVIRONMENTAL PROTECTION, HEALTH AND SAFETY MANAGEMENT SYSTEM AT WORK

PRODUCED: Ema Vitasović	REVIEWED AND APPROVED: Kristijan Miota

1. Scope..... 5
2. Normative references..... 5
3. Terms and definitions..... 5
4. Context of the organization.....8
4.1 Understanding the organization and its context.....8
4.2. Needs and expectations of interested parties.....8
4.3 Scope of Quality Management System.....9
4.4 Quality Management System Processes.....10
4.4.1. Environmental management system.....11
5. Guidance.....12
5.1 Leadership and commitment..... 12
5.2 IntegratedPolicy 13
5.3 Organizational Roles, Responsibilities, and Authority.....13
5.4 Consultation and participation of workers..... 14
6. Planning ISO 9001:2015..... . 15
6.1 Actions for the treatment of risks and opportunities.....15
6.2 Quality objectives and planning for their achievement.....15
6.3 Planning for Change.....15
6. ISO 14001:2015 planning..... 16
6.1 Actions for the treatment of risks and opportunities.....16
6.1.1 General.....16
6.1.2 Environmental aspects.....16
6.1.3 Harmonization.....17
6.1.4 Planning actions..... 17
6.2 Environmental objectives and planning for their achievement..... 18
6. ISO 45021:20218.....19 planning
6.1 Actions for the treatment of risks and opportunities.....19
7. Support.....21
7.1 Resources..... 21
7.2 Competence..... 23
7.3 Awareness..... 23
7.4 Communication..... 23
7.5. Documented information..... 23
8. Implementation..... 24
8.1 Operational planning and monitoring..... 24
8.1.1 Emergency preparedness and response.....25
8.2 Requirements for production services..... 25
8.3 Design and development of products and services..... 26
8.4 Monitoring of external procured processes and services..... 26
8.5 Production and provision of services..... 26
8.6 Issuance of products and services..... 29
8.7 Management of non-compliant outputs..... 29
9. Performance evaluation..... 30
9.1 Monitoring, measuring, analysing and evaluating..... 30
9.2 Internal Audit..... 31
9.3 Management Board's assessment..... 32
10. Improving.....32
10.1 Nonconformity and Corrective Action..... 32
10.2 Continuous improvement.....32
11. Attachments.....32
11.1 Changelog.....32

Introduction

Tehnomont Shipyard Pula d.o.o. was founded in 1905, and since 1973 it has been operating in the system of the company Tehnomont, which is predominantly privately owned by shareholders. The program orientation as well as the name of the company have changed several times, but the main activity is always related to shipbuilding. With its current 250 workers, it meets the requirements of both foreign and domestic markets, in the field of shipbuilding, mechanical engineering, construction, chemical and process industry, ship repair, assembly of various steel structures, investment works abroad in Germany, and in jobs in Croatian shipyards, where we have been present for 30 years doing turnkey jobs. We have about 42,000 m2 of our own space, of which about 2000 m2 is under production halls, 5600 m2 of platforms for the production of sections and other steel structures, two slipways for pulling out ships up to 50 meters in length, and warehouses and accompanying facilities. We build vessels for domestic and foreign customers up to 60 meters in length without the need for docking, and we make solar radiation collectors.

This Manual presents the management system throughout the company, in order to meet the needs of our customers, which primarily means providing timely, high-quality and affordable service.

In certain parts of the Manual, all elements of the quality, environmental protection, health and safety system are described, and special emphasis is placed on the shipyard strategy and the goals that arise from them, the necessary resources for the realization of these goals, the processes and their owners by which these goals are realized, their interconnection, the way of measuring the effectiveness of these processes and their continuous improvement and all the risks that may arise from the performance of the activity.

This Manual lists the authorizations and responsibilities for areas in the shipyard that substantially affect the integrated system. Details related to the authorizations and responsibilities of individuals throughout the shipyard are shown in the procedures and operating instructions.

The documentation of the integrated system enables the Shipyard Management to supervise the entire system, verify the achievement of the set goals and undertake timely activities for the improvement of the system and corrective activities, with the aim of continuously increasing the effectiveness and efficiency of the applied system.

All shipyard workers as well as all suppliers, business partners and guests of the shipyard are obliged to comply with the provisions of this Manual, as well as all other documents referred to herein.

1. Scope

The Quality Management System in Tehnomont Brodogradilište Pula d.o.o. and the Environmental Protection, Health and Safety Management System at Work is a management system of all activities that has implemented the applicable laws of the Republic of Croatia, international agreements and conventions, the requirements of the international standards ISO 9001:2015, 14001:2015 and 45001:2018, as well as all its own specifications and standards for the performance of its activities.

Tehnomont Shipyard Pula d.o.o. has the following activities:

- Construction of steel and aluminum ships,
- Repair of ships,
- Production of ship equipment and steel structures,

2. Normative references

ISO 9001:2015, 14001:2015, 45001:2018

3. Terms and definitions

Quality - *the* degree to which a set of inherent features meets the requirements
Quality management - establishing a quality policy and quality objectives, planning, controlling, ensuring and improving quality
Environmental management system – the part of the management system used to manage environmental aspects, meet compliance obligations, and process risks and opportunities
Top management - A person or group of people who direct or manage an organization at the highest level
Risk - *the* impact of uncertainty on the expected result (the impact is a positive or negative deviation), risk is often expressed as a combination of the consequence of the event and the probability
The appearance of her
Acceptable risk - the risk that the organization has reduced to the permissible level due to the satisfaction of legal obligations and its occupational safety policy
Environment – the environment in which the organization operates
Environmental aspect – an integral part of an organization's activities, products or services that has or can have an impact on the environment
Environmental impact – environmental change, positive or negative, as a partial or complete consequence of an environmental aspect
Environmental objective – a goal set by an organization consistent with its policy
Integrated policy – directing the organization to all three standards
Process - a set of interrelated or interacting actions that convert *inputs* into *outputs*
Competence - the ability to apply knowledge and skills to achieve the intended results

Documented information - information that the organization must control and maintain (No matter what media it is on)
Performance - measurable result (quantitative and qualitative findings, processes, services, systems, organization, activity management)
Environmental performance – one that relates to the management of environmental aspects
Audit - a systematic, independent, objective and documented process of assessing and proving the fulfilment of previously set criteria in order to determine the current state of the organization's quality system
Life cycle – sequential and interconnected stages of a production system
Compliance – meeting the requirements
Non-compliance - failure to meet the requirements
Corrective action - an action that eliminates the causes of non-compliance and prevents their recurrence
Continuous improvement - a repetitive action to improve performance (the process of establishing goals and finding opportunities for improvement, a process that uses audit findings and audit conclusions, data analysis, management reviews, or other means to lead to corrective or preventive action.
Infrastructure - a system of facilities, equipment and services necessary for the operation of an organization
Indicator – a measurable representation of the status or status of an operation, management or condition
Monitoring – determining the status of a system, process or activity
Measurement – The process of determining the value
Design and development - a set of processes that transform requirements for a facility into more detailed requirements
Verification - confirmation by means of objective evidence that the established requirements have been met
Validation - confirmation by objective evidence that the requirements for a specific intended use or application have been met
Assessment - determination of the suitability, suitability or effectiveness of the facility for the achievement of the established goals (Management Board, Design and Development Assessment, Requirements Assessment
customer, non-conformity assessment)
Measuring equipment - measuring instrument, software, measuring standard, reference material or auxiliary device or a combination thereof necessary for the implementation of the measurement process
User satisfaction - the user's idea of the degree to which their requirements are met
Context of the organization - the business environment, a combination of internal and external factors and conditions that may have an impact on the organization's approach to its products, services,
investment and stakeholders
Disease - a recognizable, undesirable physical or mental condition that has occurred and/or is aggravated due to work activities and/or work situations
Incident - work-related events in which serious injury, illness or death occurred or could occur

Safety at work - conditions or factors that act or may affect the safety and health protection of employees or other workers (temporary or subcontractors), visitors or other persons at the workplace.
Protective measure - an action that eliminates the cause of a possible non-compliance and thus prevents the occurrence of this non-compliance
Workplace - Any physical place where work is carried out under the control of the organization.

4. Context of the organization

4.1 Understanding the organization and its context

Tehnomont Shipyard and Tehnomont d.d. (hereinafter referred to as Tehnomont) is committed to defining our position on the market and to understanding how relevant factors arising from legal, political, economic, social and technological problems affect our strategic direction and the context of the organization.
Tehnomont identifies, analyses, monitors and audits factors that may affect our ability to meet the requirements of our customers and shareholders, as well as factors that may adversely affect the stability of our process, or the integrity of our management system.

To ensure that Tehnomont's integrated management system is aligned with the defined strategy, and taking into account relevant internal and external factors, all relevant information is analyzed to determine the possible impact on our organization's contact and subsequent business strategies.

The output from this activity is also an input for considering the risks, opportunities and actions that the shipyard is taking to address them.

Within its organizational context, Tehnomont monitors the following information:
- Business plans, strategies and legal and regulatory obligations,
- technology and competition.
- Economic reports from relevant business sectors,
- Technical reports from technical experts and consultants

Internal affairs	External issues
Market share	Customers & Suppliers
Workers	Markets and competition
Effect	Legal and regulatory obligations
Values and culture	Technology
Innovation and knowledge	Cultural and social issues

4.2 Needs and expectations of stakeholders

Tehnomont has recognized a unique set of stakeholders whose needs and expectations change and evolve over time, and furthermore, that only a limited set of their needs and expectations apply to our processes or to our quality management system, environmental management and occupational health and safety management.

Such needs and expectations generally include those shown in the following table:

Interested parties	Needs and expectations
Constituency	Price, reliability, value, quality
Owners / Shareholders	Profitability and growth
Workers	Sigu Bridge and Business Continuity
Suppliers	Sustainable mutual business cooperation
Legal and regulatory bodies	Compliance and reporting

To ensure that our products and processes are continuously compliant with all relevant requirements, we have identified and assessed the potential impact of relevant needs and expectations arising from interested parties. Recognized needs are treated as inputs into the quality management system, environmental management, occupational health and safety management, and are also incorporated into our product design and the services we deliver.

4.3 Scope of the management system

Tehnomont's integrated system is a management system for all activities that has implemented the applicable laws of the Republic of Croatia, international agreements and conventions, the requirements of the international standards ISO 9001:2015, 14001:2015 and 45001:2018, as well as all its own specifications and standards for the performance of work.
Based on the requirements in Chapters 4.1 and 4.2, Tehnomont has established the scope of the integrated system with the purpose of realizing goals and policies within the defined context and expectations of interested parties.

This document describes the integrated system of Tehnomont, outlines the powers, mutual relations and responsibilities of process owners and personnel within the organization.

The main purpose of the Manual is:
- objectively convey an integrated policy from management to staff, customers and suppliers;
- show an appropriate image of the company on the basis of which the customer's trust will be gained;
- To express the need for an effective integrated system to the supplier;

- define the organizational structure and responsibility of all organizational units in the realization of the set requirements;
- serve as the basis for the introduction and maintenance of the system;
- be the basis for checking the system.

The integrated Manual defines the scope of application of the system:

- Construction of steel and aluminum ships,
- Repair of ships,
- Production of ship equipment and steel structures,
- By building steel structures.

4.4. Management system processes

The shipyard has implemented a quality management system based on a process approach that includes the Deming Circle (Plan-Do-Check-Act) while taking into account the probability of occurrence and impact of risks on their realization.
The shipyard has aligned the adopted process approach with the principles defined in the ISO9001:2015 standard.
By defining three key groups of processes and managing their inputs, activities, controls, outputs and interfaces, it ensured that the established efficiency of the system was maintained. These key groups of processes include:

1. Management processes
2. Basic processes
3. Supporting processes

The processes of Tehnomont are:

Cipher	Process description
	Control processes and sub-processes
UPO	Management Assessment Procedure
ZAP00	Procedure for Records Management
UPD 00	Procedure for document management
AUD 00	Procedure for conducting internal audits
	Basic Processes and Sub-Processes
PRI00	The process of designing a ship (object)
NOV00	Hull Construction Process Process
NAB 00	Procurement process process
MON 11	Sales Process Process
RTOON00	Ship Equipping and Overhaul Process Process Procedure
RTOON01	Overhaul process procedure
UA 11-1	Work instruction for giving comments and requests of the contracting

PRI00	Production preparation process
USK00	Procedure for the operation of the incoming warehouse
BOJ00	Dyeing process process
ZAV 00	Welding process process
OTO 00	Procedure for the Treatment of Hazardous Substances and Hazardous
RAN 00	Procedure for the expenditure of tools and gadgets
	Supporting processes
RTOON00	Maintenance and transport procedure
NOMI00	Procedure for the supervision of inspection, measurement and testing
CONT00	Quality Control Process Procedure
CPR 00	Procedure for the implementation of corrective and preventive actions
FIG 00	Procedure for education
OOD 00	Supplier assessment and approval procedure
AROUND	Procedure for the Record, Status and Evaluation of Subcontractors
UNNP00	Procedure for determining non-compliance

These groups of processes are described through documented procedures and work instructions within which the scope, purpose, powers and responsibilities of all factors involved in these processes are defined.

4.4.1. Environmental management system

In accordance with the recognized impact on the environment through environmental aspects, the processes through which the established environmental management system is managed are prescribed in the company. The established processes and the accompanying documents are not fixed, but depend on the change of aspects. In accordance with the changed circumstances of environmental impact, the Representative of the Environmental Management Directorate establishes new processes and activities.
The accompanying documentation of the above quality management system processes is also adapted to the requirements of the environmental management system or additional requirements are interpreted within the documentation of specific processes of the environmental management system. Other requirements for contracting processes are defined within the specific processes of the environmental management system.

5. Guidance

5.1. Leadership and commitment

5.1.1. Generally

The top management of Tehnomont proves its own commitment to the development and implementation of integrated systems and the continuous improvement of efficiency:

- informing employees about the importance of meeting customer requirements and requirements from laws and regulations, spreading awareness in Tehnomont through policy and goals;
- taking responsibility for the effectiveness of the system
- employee education;
- conducting administrative assessments;
- ensuring the availability of funds;
- to promote continuous improvement;
- by regularly conducting intentive judgments and analysing data.

Tehnomont communicates its mission, vision, strategy, policy to all employees in order to:

- Create and maintain common values of honesty and ethical behavior;
- Established a culture of trust and integrity;
- Encouraged commitment to quality;
- Provide people with the necessary resources, training and authority to hold them accountable;
- He encouraged, encouraged and recognized the contribution of people.

5.1.2. Customer focus

Tehnomont strives to recognize the current and future needs of customers, in order to be able to meet their requirements within the expected deadline and required quality. Top management ensures that the focus on improving customer satisfaction is permanent by setting a customer satisfaction rating. Top management also ensures that the customer's requirements are understood and realized.

The customer's requirements are understood and translated into internal requirements and communicated to the relevant personnel within the organization. Customer complaints and other customer data are constantly monitored to identify opportunities for improvement. We are continuously looking for ways to interact directly with our customers to ensure that we are focused on their unique needs and expectations.

5.2. Integrated policy

The Directorate has established an integrated policy for all management systems.

The Management Board accepts the obligation to develop and implement an integrated management system and continuously improve its effectiveness.

In agreement with the Supervisory Board, the Management Board of Tehnomont published the vision, mission and strategy of Tehnomont, on the basis of which the integrated policy was derived.

On the basis of the integrated Policy, the Management Board has set strategies and goals that arise from it, then they are broken down into lower organizational levels, so that all employees can be motivated for their implementation.

Tehnomont employees are familiar with this policy and the goals that arise from it. The policy was published on bulletin boards in Tehnomont buildings and on the company's website.

The knowledge, abilities and motivation of employees represent the most important resource of Tehnomont, in the improvement of which we will continuously invest. The implementation of measures from this policy and the realization of the goals arising from it is the obligation of all employees.

At least once a year, the management assesses the appropriateness of the policy and updates it as necessary.

5.3. Organizational Roles, Responsibilities, and Authority

Top management is responsible for Tehnomont's integrated system and services, as they control the resources, systems and processes by which compliant work is achieved. Top management is responsible for business planning, development and communication of our policy, system planning, establishment and implementation of objectives, resources necessary for the implementation and improvement of the management system and for the implementation of the management assessment.

The top management assigned responsibilities and powers to the managers of the field of work in order to (Instruction on Responsibilities and Powers by PR and by Premises):

1. Ensure that management system processes deliver their targeted results;
2. Provided a report on the operation of the management system and identified opportunities;
3. Ensured that there is progress;
4. Ensure that customer centricity is promoted across the organization;
5. Ensure that changes in the management system are planned and implemented
6. Ensure that the integrity of the system is maintained during changes;
7. Ensure that the responsibilities and authority associated with the management system are communicated and understood.

All executives demonstrate their commitment to the development and improvement of the system through the provision of necessary resources, through their involvement in internal process audits, and through their proactive engagement in continuous improvement activities. Emphasis is placed on improving the efficiency and efficiency of system processes.

All managers are responsible for executing the business plan and implementing the policies and processes described in this Manual. All managers are responsible for planning and controlling management system processes within their area of responsibility, including establishing and implementing objectives at the operational level and providing the resources necessary to implement and improve these processes.

All employees are responsible for the quality of their work and the implementation of policies and procedures related to the processes they perform. Employees are motivated and empowered to identify and report any known or potential issues and recommend related solutions to assist in the process of corrective and preventive action of the process.

Also, the top management decided to retain the function of the Management Representative for the management of the integrated system, which was a requirement in the previous version of the ISO standards, to which the appropriate authorizations for the implementation of the adopted integrated policy were transferred.

5.4. Consultation and participation of workers

The company has established, implements and maintains a procedure for:

- the participation of employees in their:
  - appropriate hazard identification, risk assessment and designation of controls
  - appropriate participation in the investigation of incidents
  - participating in the development and evaluation of the SUZS policy and objectives
  - consultations in which there are any changes affecting their health and protection
  - representation or representation in matters of health and safety at work.

Employees are informed of their participation, including who their representative is health and safety at work, through information.

- consulting contractors, where appropriate, if changes to their safety and health at work The Company shall ensure, where appropriate, that relevant external stakeholders are engaged in occupational health and safety matters, in accordance with legislation and the expertise of external parties.

6. Planning, ISO 9001:2015

6.1. Actions to deal with risks and opportunities

In the process of introducing the quality management system according to the ISO 9001:2015 standard, the processes that make up the core activity and that are responsible for the successful realization of the set goals were determined, and then the process holders and the responsible persons of the organizational units for the processes they manage emphasized the risks, the probability of occurrence and the impact or value significance of the risk.
Top management is responsible for bringing process management thinking through risk impact into our organizational culture. Tehnomont has established a risk management procedure in order to:

1. Provided sufficient resources to carry out risk management activities;
2. Assign responsibilities and authority for risk and opportunity management activities;
3. By reviewing data and results from internal judgments, risk management activities could be influenced.

The scope of Tehnomont's risk and opportunity management process includes the assessment of internal and external issues identified in Chapter 4.1, and the assessment of the needs and expectations of stakeholders identified in Chapter 4.2.
Risk and opportunity management is carried out in two levels:

1. Strategic level;
2. Operational level.

Establishing such a hierarchy for risks and opportunities gives better insight to those in charge and allows them to manage each at the appropriate level of business.

6.2. Quality objectives and planning for their achievement

The management defines the quality goals. Quality objectives are in accordance with the adopted quality policy, including the obligation of continuous improvement.
Quality goals are as measurable as possible and can be defined separately for individual PR and levels within the organization.

6.3. Change planning

When planning changes to the quality system, Tehnomont considers the purpose of these changes and their potential consequences within the framework of a comprehensive quality management system.
At the moment, Tehnomont is not planning any changes that would affect changes in the quality system.

6. Planning, ISO 14001:2015

6.1. Actions to deal with risks and opportunities

6.1.1. General

In the process of introducing the environmental management system according to the ISO 14001:2015 standard, the processes that make up the core activity and which are responsible for the successful realization of the set goals were determined, and then the process holders and the responsible persons of the organizational units for the processes they manage emphasized the risks, the probability of occurrence and the impact or value significance of the risk.
Top management is responsible for bringing process management thinking through risk impact into our organizational culture. The shipyard has established a risk management procedure in order to:

- Provided sufficient resources to carry out risk management activities;
- Assign responsibilities and authority for risk and opportunity management activities;
- By reviewing data and results from internal judgments, risk management activities could be influenced.

The scope of the Shipyard's risk and opportunity management process includes an assessment of the internal and external issues identified in Chapter 4.1, and an assessment of the needs and expectations of interested parties identified in Chapter 4.2.
Risk and opportunity management is carried out in two levels:

1. Strategic level;
2. Operational level.

Establishing such a hierarchy for risks and opportunities gives better insight to those in charge and allows them to manage each at the appropriate level of business.

6.1.2. Environmental aspects

Environmental aspects related to the company's activities are recognized, recorded and, in accordance with the prescribed evaluation criteria, classified with regard to the degree of their impact on the environment. Recognition of environmental aspects is carried out on the basis of established processes and associated operations through consideration of the element of use (energy, materials, etc.) and radiation (noise, waste, into water, soil, etc.). Based on pre-established criteria, the identified aspects are evaluated. Based on the assessment of recognized environmental aspects, significant aspects of the environment were singled out, which the company's management influences in the direction of reducing the impact of these aspects in view of financial and technological possibilities.

All aspects of the environment are periodically revised, and if necessary, supplemented with regard to the changes in society (organizational changes, changes in the production program, change in technology, etc.).

The Representative of the Environmental Management Directorate is responsible for leading the activities of monitoring the emergence and changes in environmental aspects.

The system of identification, recording and evaluation of environmental aspects is prescribed in detail through the procedure "Environmental Aspects Management Procedure".

References:

- Identification and Assessment of Aspects – IOA-01
- List of Environmental Aspects – LAO – 01
- Environmental Assessment – OAO – 01

6.1.3. Harmonisation

Compliance with legal and other requirements in the field of environmental protection is one of the basic guidelines defined in the environmental management policy.

In accordance with the identified environmental aspects, the system recognizes legal and other regulatory requirements that have an impact on the recognized aspects.

All recognized legal and other requirements are classified according to each individual aspect of the environment. The system also established supervision of amendments to existing requirements, and recognition of the appearance of new requirements. For these actions, responsibilities and implementation activities in meeting the prescribed requirements are defined.

The Representative of the Environmental Management Administration is responsible for the overall management activities in the recognition and fulfillment of legal and other activities at the level of the entire company.

In any PR, managers are obliged to monitor changes and novelties in legal regulations.

6.1.4. Action planning

After identifying environmental aspects and after their assessment, actions for the treatment of significant environmental aspects and responsible persons are determined, as well as deadlines for performing actions in order to control the aspects and bring them into compliance with the required requirements.

Reference: "Environmental Management Process"

6.2. Environmental objectives and planning for their achievement

General and individual goals are set on the basis of the accepted Environmental Management Policy. All goals are established in a way that allows the measurement of results and the degree of achievement of goals through appropriate quantification.
When establishing the objectives, the Directorate considers the current results of environmental management, available resources and technology. All goals are aimed at reducing the environmental impact in the implementation of the company's operational processes.

In establishing general and individual objectives, the Directorate shall be guided by the following principles:

- Continuous creation of preconditions for reducing environmental impact
- Continuous care and creation of preconditions for a safer way of working and preservation of the health and life of employees
- Consideration of the application of the most appropriate technologies and raw materials with regard to the impact on the environment
- Building a system that will enable suppliers to have a more adequate relationship with the environment

All general objectives are considered in terms of the necessary appropriateness at least once a year by the Representatives of the Environmental Management Directorate. The identified need for possible changes is agreed by the representative of the Environmental Management Directorate with the Management Board before the Management Board is made.
Based on the agreed changes, the Management Board and the Representative of the Directorate for Environmental Management define individual goals for the next period by conducting an assessment of the Management. The basis for the establishment of individual goals are the results of monitoring and measuring the implementation of the environmental management system.

All general and individual objectives must be agreed with the process managers prior to adoption, and operational implementation must be coordinated with all employees of the company involved in the implementation activities.

In order to ensure adequate realization of the set goals, the representative of the Environmental Management Directorate proposes frameworks for the realization of each more complex individual goal within the record. For all programmes, the following items shall be defined, as appropriate:

- Goal Bearers
- Participants in the realization of the goal
- Time frames for the realization of the goal
- Stages of goal realization

- Required resources (human, material, financial)
- Method, responsibility and time of verification of the successful realization of the goal

Monitoring the implementation of the program is the responsibility of the goal holder and the Representative of the Environmental Management Directorate, who are obliged to report to the Directorate on a regular basis on the progress of the program. After the implementation of the program, the Management Board or the Representative of the Environmental Management Directorate, if he is not the goal holder, gives an assessment of the success of the program realization, and if necessary, can open a new program or a corrective action depending on the degree of program implementation.

6. Planning, ISO 45001:2018

6.1. Actions to deal with risks and opportunities

The Company has identified and implements actions for the processing of risk and opportunity assessments.
Procedures for identifying risks and opportunities shall take into account:

- routine, through risk assessment, and non-routine activities, through environmental assessments
- activities of all persons have access to the workplace (including contractors and visitors), through procedures and contractual protocols
- human behavior, abilities and other human factors, through education and exercise
- identify hazards originating outside the workplace that negatively affect the health and safety of persons under the control of the organization in the work environment, through incident management, transport and port management
- Hazards in the vicinity of the workplace related to activities under the control of the company, through incident management and ecology
- infrastructure, equipment and materials in the workplace, from companies or others, through work instructions and instructions for protection (ecology, fire, health and safety)
- changes or proposals for changes in the company, activities and materials, through plans
- changes to the SUZS, including temporary amendments, and their impact on processes and activities
- any applicable legal obligations relating to the risk assessment and the implementation of the necessary controls
- arrangement of work areas, processes, plants, machinery/equipment, operational procedures and organization of work, including their adaptation to human capabilities

Methodology for hazard identification and assessment of risks and opportunities for companies:

- It is defined in terms of scope, type and timeliness to ensure that it is proactive, not reactive, through planning, training and implementation of exercises
- ensures that risks are identified, prioritised and documented, and controls are applied, as intended, through appropriate instructions

For change management, the company has identified the dangers and risks and opportunities associated with changes in the organization, management system, or its activities, before introducing such changes, through process and risk planning and opportunities.
The company has ensured that the results of such assessments are taken into account when determining the applicable controls, at a minimum through internal audits and management assessment.
Based on the controls, the company evaluates the opportunities that it would use to improve its performance by planning a change in its processes in order to:

- adapt the place of work, work organization and working environment
- eliminate hazards and reduce risks

When establishing controls, or making changes to existing controls, the following hierarchy shall be respected for the purpose of risk reduction:

- ✓ elimination, through education, plans and exercises
- ✓ substitution, through insurance policies
- ✓ engineering controls, through operating instructions, technical and technological means of protection, ...
- ✓ warning and/or administrative controls, information, prohibitions and marking;
- ✓ personal protective equipment, through the education and borrowing of staff

Determination of legal requirements and other requirements

The company has established, implements and maintains a procedure for identifying and accessing legal and other requirements relating to it, through the Compliance Review. The company shall ensure that
legal requirements and other requirements relating to it shall be taken into account in the establishment,
implementation and maintenance of the system, at least through internal audits and management assessment.
The company shall monitor relevant data and obligations on legal obligations in a timely manner.
requirements. The company communicates all relevant information about legal and other requirements with the
all persons working under the supervision of the company, as well as with other interested parties.

Goals and planning to achieve them

The company has established, implemented and maintains documented objectives, at appropriate
functions and levels within the organization. The targets shall be measurable, where possible, and in accordance with the
policy, and include the obligation to prevent injuries and illnesses, to comply with legal requirements and other relevant requirements, and continuous improvement.

When setting and evaluating its goals, the company takes into account legal requirements and other
I'm taking these risks. Technology options, financial, operational and business options are also considered
needs, and the views of interested parties, all of which are assessed at least by the Management Board's assessment
i.e. by constantly monitoring the achievements of general and personal goals and adjusting them.
The company has established, implemented, and maintains programs and plans to achieve its goals.
At a minimum, the program includes:

- ✓ assigning responsibilities and authority to achieve goals at relevant functions and levels of the organization, through Personal Goals
- ✓ the means and the timeframe within which the objectives to be achieved

Programs are evaluated at regular and scheduled intervals, and adjusted as needed, to ensure that goals are achieved, and at least once a year through internal audits.

7. Support

7.1. Resources

7.1.1. General

The Directorate shall identify and provide the necessary resources for the implementation and maintenance of the integrated management systems.

Resources at Tehnomont include human resources, specialized skills, infrastructure, technology, work environment and financial resources.
The resources necessary for the implementation and continuous improvement of the system and the activities required to improve customer satisfaction are defined within the documented information.

7.1.2. People

In order to achieve and continuously improve its services, Tehnomont provides the necessary human resources in its development, both in terms of a sufficient number and in terms of expertise and qualifications of employees. With their professional and personal qualifications, employees meet the needs of quality performance of related activities.

7.1.3. Infrastructure

Tehnomont has the appropriate infrastructure for all processes, but in strategic plans it provides activities for timely procurement and maintenance in accordance with the established goals, the needs of employees and the requirements of other interested parties.

7.1.4. Process implementation environment

Tehnomont has established, provides and maintains an appropriate environment for the implementation of the process in order to ensure the required quality and compliance of the product and to achieve the appropriate motivation of employees.

According to the legal requirements of the Republic of Croatia, the testing of the working environment, safety at work, fire protection and the protection of persons and property of Tehnomont are monitored.

7.1.5. Monitoring and measurement resources

All measuring, testing and control equipment, the application of which affects the quality of the product, is marked with an unambiguous identification mark in Tehnomont.
On the basis of the identification number, an instrument card can be found, in which the frequency of testing and the date when the equipment was last tested or moderated, as well as other data necessary for the control of this equipment, are recorded.
Traceability is ensured for all calibrations in order to determine their compliance with national and/or international standards.
Persons responsible for the storage of equipment and its control shall keep records of the controls and tests performed and the measurement results achieved.

7.1.6. Organisational knowledge

Tehnomont recognizes that organizational knowledge is a valuable resource that supports our management system activities and ensures the continuous compliance of products and services. There is a strong connection between the organizational knowledge and expertise of our people.

Tehnomont ensures the preservation and transfer of organizational knowledge through the process of documenting information.

Organizational knowledge includes:

1. Documented information relating to a process, product, or service;
2. Advance specifications and operating instructions;
3. The experience of qualified people and their processes and activities;
4. Knowledge of technologies and infrastructure that are important to our organization.

Sources of internal knowledge include:

- our intellectual property;
- knowledge from experience and training;
- lessons learned from failures and successes (corrective actions);
- recording and sharing documented knowledge and experience;
- Improve processes, products and services.
- Mentoring Program

Sources of external knowledge include:

- participation in seminars, conferences, workshops
- knowledge and experience gathered from others (customers, shareholders)
- Professional literature

7.2. Competence

Competencies for a specific position are defined in the framework of the job description.

7.3. Awareness

Tehnomont ensures that persons performing tasks under the supervision of the organization are aware of the integrated policy, relevant objectives, their contribution to the effectiveness of the system management system and the consequences of non-compliance with the requirements of the management system through distribution and familiarization with the Manual and documented information.

7.4. Communication

7.4.1. Internal communication

Tehnomont publishes all important information necessary for the work of employees via e-mail and bulletin boards. Also, employees are informed about all verbal communication and information about all the positions of the Management Board or the importance of applying legal provisions, amendments to legal provisions and the like by direct Managers.

7.4.2. External communication

Tehnomont determines the need for external communication of information to our interested parties, as defined in Chapter 4.2, regarding our management system.
In most cases, external stakeholders (such as customers, shareholders, neighboring communities, etc.) are the main driving force of our organization for the implementation of our management system.

7.5. Documented information of the management system

Tehnomont ensures that our integrated management system includes documented information that needs to be maintained as part of the IS0 900:2015, 14001 standard; 2015, 45001; 2018 and in addition any other documented information that our organization has identified as necessary for the operation of the management system.

Tehnomont applies the following criteria when deciding on the documentation of information:

- whether the information is conveying the message internally or externally
- whether the information provides evidence of process or product compliance
- Is the information providing evidence that the planned exits have been
- Is the information ensuring the sharing of knowledge

8. Implementation

8.1. Operational planning and supervision

Tehnomont establishes and implements documented plans and procedures that describe the processes (see Chapter 4.3) and controls necessary for the provision of the service, taking into account the objectives, the possibility of planned or unplanned changes, and the identified risks and opportunities.

During this planning phase, managers or other responsible personnel identify the following parameters:

- The objectives and requirements of the service;
- Confirmation, validation, supervision, inspection requirements;
- Documented information to demonstrate compliance;

- Documented information that demonstrates the efficiency of the process;
- Resources required; or external processes and their controls;
- Potential consequences and mitigations of risks affecting entry requirements;
- Necessary funds for work.

The result of activity planning includes documented plans, resource schedules, requirements, and procedures. In principle, the planning of the realization of the product is carried out at the level of an individual product, i.e. a contract. By combining these individual plans, a plan is obtained at the level of the entire Shipyard.

In its processes, Tehnomont is guided by the principles of occupational safety and eliminates hazards and reduces risks by replacing dangerous processes with less dangerous ones, and applying engineering measures, and finally by allocating personal protective equipment and supervising their use.
With each change in working conditions or some other factors, he analyzes the new situation and notices possible risks and applies the above principles.
When procuring and purchasing new machinery, equipment or materials, the Procurement Service shall consult with the OSH Service and inform the workers' representatives.

Tehnomont has ensured that the functions and processes ceded to other subcontractors are supervised and they undertake by signing the Business Cooperation Agreement to comply with all prescribed internal regulations and legal requirements and the requirements of integrated management systems.

8.1.1. Emergency preparedness and response (45001-item 8.2)

The company has established, implements and maintains procedures to:
(a) Identifying potential emergencies.
b) responding to such emergencies
The company responds to emergencies and will prevent or mitigate negative consequences on the environment and occupational health and safety, through emergency procedures.
In planning its emergency intervention, the company takes into account the needs of interested parties, e.g. emergency services and the neighbourhood, which is coordinated through joint exercises and outreach.
The company periodically reviews its emergency procedures, where possible, including relevant stakeholders as appropriate.
The company periodically reviews and, where necessary, amends the emergency procedures, and
in particular, after periodic checks or exercises and after the occurrence of emergencies.

8.2. Requirements for products and services

8.2.1. Communication with the customer

Communication with the buyer is defined by the Working Instruction for Giving Complaints during the Construction of the Ship (Facility) and the Sales Process Procedure.

8.2.2. Determination of requirements for products and services

The requirements that the product must meet are defined by the contract, the requirements of classification institutions and international standards and conventions to which the contract refers, and the quality management system of Tehnomont.

8.2.3. Assessment of product and service requirements

For each offer made by Tehnomont, all product requirements and Tehnomont's ability to meet these requirements are checked and it is ensured that it has the ability to meet the requirements and services offered to customers.

8.2.4. Change of requirements for products and services

Tehnomont shall ensure that all relevant documented information; Changes to product or service requirements are authorized and modified where necessary and all relevant personnel are aware of the changes.

8.3. Design and development of products and services

Product design and development is carried out in controlled conditions with the aim that the final product - project meets the requirements of the customer, i.e. the requirements of the Tehnomont Quality Management System, which is harmonized with the requirements of the ISO 9001:2015 standard.
The design of a new product is described by the procedure Procedure of the Ship (Facility) Design Process.

8.4. Supervision of external procured processes and services

Tehnomont procures products and services that are incorporated into the final product. The procurement procedure and the method of selecting suppliers based on their ability to deliver

the product in accordance with the requirements of Tehnomont and supervision are described in the following procedures:

o Procurement process procedure
o Supplier assessment and approval procedure
o Procedure for the Record, Status and Evaluation of Subcontractors

8.5. Production and provision of services

8.5.1.Management of production and service provision

In Tehnomont, all production processes that can directly affect the system are planned. The production process management system ensures that processes take place under controlled conditions, which is achieved, where applicable, by:

- the availability of data describing the characteristics of the product and the results that will be achieved
- availability of operating instructions and other technical and technological documentation
- the use of appropriate equipment and infrastructure, and the environment for the implementation of the
- the availability and use of surveillance and meme devices
- carrying out monitoring and measurements in appropriate stages to verify that the criteria for process or output control and the eligibility criterion for products and services are met
- validation and periodic revalidation of the ability to achieve the intended results of the production and service delivery process, the resulting output of which cannot be verified by subsequent monitoring or measurement;
- Appointment of competent persons, including any required qualifications
- where appropriate, the application of the actions for issuance, delivery and handover and the corresponding actions after the handover
- Compliance with reference standards, laws and regulations
- monitoring of appropriate process sizes and product properties, approving processes and equipment where necessary
- appropriate maintenance of equipment
- actions to prevent human error

Special attention is paid to processes whose results may be visible only after the product has been used or are of such a nature that they may endanger people and/or the environment. These processes are carried out by specially trained persons with appropriate supervision.

8.5.2. Identification and traceability
In Tehnomont, each product that is contracted with the customer is marked with a special production order code.

Each production order is broken down into activities or specification points, which represent the whole of the work within the work order for which the realized costs are planned and recorded.
A production order, in addition to the products that Tehnomont will deliver to the customer, can also be opened when performing work for its own needs, such as for investments and maintenance.
Materials and services (products) that are procured can be classified into three groups:

- **Dedicated materials** - which are procured for a particular production order.
- **Non-purpose materials** - which are not procured for a particular production order.
- **Overhead materials** - which are procured for the own needs of organizational units in Tehnomont.

When controlling materials in the warehouse in accordance with the prescribed procedure, all materials received in the warehouse are identified and controlled. Traceability is only ensured for dedicated materials. Namely, for these materials, the product (production order) for which they were purchased is known, and when issuing the material from the warehouse, the production order number and the point of specification for which the material in question was raised are specified.
At the customer's request, Tehnomont will ensure traceability for other materials for which the customer explicitly requires it.

8.5.3.Buyer's Ownership

At the request of the customer, Tehnomont will in principle accept that the customer himself delivers certain materials or services (products) necessary for the execution of the contracted work.
Such cases are regulated by a contract. The contract also specifies who is responsible for the quality of the delivered product.
The buyer is obliged, upon delivery of the said product, to submit the accompanying documentation from which the characteristics of the delivered product are visible, in order to ensure proper handling and storage of the product until the moment of its installation.
Any product delivered by the customer that is lost, damaged or otherwise unfit for use will be labeled, after which an appropriate record will be made and the customer will be notified.
Verification of the product by Tehnomont does not relieve the customer of the responsibility to deliver an acceptable product.
The customer will be familiar with the requirements of the environmental protection system and the safety system, which must be met by the delivered product.

8.5.4. Storage

The product and its components shall be appropriately labelled, and where appropriate, instructions for handling, storage and protection shall be drawn up.

8.5.5. Actions after and delivery

Tehnomont determines the customer's requirements before accepting the order.
The customer's requirements
include the following:

- Previous customer requirements;
- Legal and regulatory requirements related to the product;
- Potential unintended consequences associated with products or services
- Product lifespan
- Any additional requirements set by Tehnomont

8.5.6. Change management

Changes in the specification of works ordered by the customer are regularly identified, documented with records, verified/verified.

8.6. Issuance of products and services

Tehnomont has established and maintains documented procedures and plans for product control and testing throughout the entire process from the input of the material or service (product) to delivery.

All products arriving at Tehnomont must be subjected to acceptance control, in order to comply with the specified requirements.

Products, which for some reason have not passed the acceptance control, such as the lack of supporting documentation, can be released into the production process in an emergency, with a special
a mark that will allow them to be withdrawn in the event that non-compliance subsequently turns out.

Products for which the acceptance control determines that they do not meet the specified requirements will not be missed into the production process. Such products are disposed of in a special place and are visibly marked.

If the contract provides for the customer to carry out an inspection of the product, he will be informed that the material has arrived and will be allowed to carry out the inspection.

Control and testing are also carried out during the production process. The control is carried out on the basis of a control plan for an individual production order, which is prepared by the responsible person of quality control on the basis of the contract and the specification of the works.

The manufacturing process shall not be resumed before all the controls provided for in the plan have been carried out, except in the case of an emergency described above.

As part of the final control and testing, Tehnomont verifies that all planned controls and tests have been carried out appropriately and that the results are in accordance with the specified requirements, before which no product is delivered.

All records of the controls and testing of the product are kept in the quality control.
The details of the control and testing procedure are described in the control process procedure.

8.7. Management of non-compliant outputs

Non-conforming output or product includes:

- Non-conformity of the purchased material
- non-conformity arising during the production process
- non-conformity arising from a customer complaint
- non-conformities arising from the basis of internal or external quality system audits
- Non-compliance due to delay in relation to the plan
- Non-compliance due to the expenditure of effective working hours above the plan
- non-compliance in the quality system (product, environmental protection, safety)

A non-compliance report shall be written on each non-compliance.
Products for which non-conformity has been detected during the production process are also separately marked and, if possible, separated into a separate place.

A non-conformity report is also written for non-conformities arising from customer complaints.
A decision on the non-compliant output is made at the meeting on further proceedings with the non-compliant product, which can be:

- Adjust the product to conform to the specified requirements.
- accept it without repairs with a concession
- use it for another purpose
- discard it and send it to the scrap yard

Finished products are checked again.
If it is agreed with the buyer to accept the product with a concession, a record is written in which the condition of the product is accurately described.

9. Performance evaluation

9.1. Monitoring, measurement, analysis and evaluation

9.1.1. General

Tehnomont shall apply appropriate methods to determine the aspects of the quality management system to be monitored, measured and evaluated. The frequency and methods by which our processes are monitored, measured and evaluated are determined by:

1. Legal and regulatory requirements;
2. Feedback from customers and specification requirements;
3. Management system processes and requirements;
4. The performance of the process and the results of the interim judgments;
5. The degree of risk and the type of control measures;
6. Trends in non-compliance and corrective actions;

Consideration of the company's environmental impact is subject to mandatory consideration within the management board's assessment. In order to assess this impact, the company has defined data that are periodically collected through available documentation. The representative of the Management Directorate is obliged, in cooperation with responsible employees, to collect relevant data, and to analyze them on an annual basis and provide them as a basis for the Management Board's assessment. Monitoring and measurement activities include the collection and analysis of data from all elements of environmental impact:

- Waste generation
- Use of materials
- Energy consumption

In order to look at the total inputs and outputs, the following data is collected:

ENTERS:

- Domestic water consumption – by month and year
- Electricity consumption – by month and year
- Consumption of motor fuels
- Material consumption
  - Paper
  - Toners

GET:

- Hazardous waste
- Non-hazardous waste

All processes covered by the quality system are supervised and measured and evaluated in the manner specified in the processes wherever applicable, and at least through the implementation of internal audits.

9.1.2. Customer satisfaction

Tehnomont regularly monitors customer satisfaction data, based on the constant supervision of the client's or customer's representatives, and communicates via e-mail or conference meetings via the Internet.

9.1.3. Analysis and evaluation of compliance

Tehnomont regularly collects and records data on customer satisfaction, compliance with the requirements of users of products and services, suppliers, and features and trends of processes and products, the effectiveness of risk treatment actions, and these data are analysed and evaluated when conducting the Management Board's assessment.

9.2. Internal audits

Tehnomont conducts internal audits at planned intervals, and at least once a year, in accordance with the defined plan. Internal audits are carried out systematically and with high quality in such a way that the efficiency of integrated systems and its application are continuously checked. Planning and supervision of the performance of internal audits is carried out by the Representative of the Management Board for ISO Systems.

The representative of the management appoints qualified auditors who will perform individual audits. Before the audit, the Management Representative provides the auditors with the appropriate documentation and instructions. Details on how to conduct internal audits are described in the procedure Procedure for conducting internal audits.

9.3. Management's assessment

At least once a year, the Management Board or the Collegium will hold a meeting with a representative of the Management Board.

At the management meeting, the results achieved in the system and their compliance with the objectives set out in the integrated policy are analysed, as well as the assessment of the suitability and effectiveness of the system.

Based on the conducted analysis, the management makes decisions to improve the effectiveness of the management system and its processes, to improve the product in accordance with the customer's requirements and on the necessary resources. If necessary, it supplements the policy and gives dismissals for the work of the Management Representative.

10. Improving

10.1. Incident, non-compliance and corrective action

Tehnomont carries out corrective actions based on all identified non-conformities. The aim of carrying out corrective actions is to eliminate the causes of non-compliance and thus prevent their recurrence.

10.2. Continuous improvement

Tehnomont strives to continuously improve the effectiveness of the integrated management system based on policy and objectives, results of independent assessment, data analysis,

corrective actions through analyses and evaluations and outputs of the management assessment.

11. Attachments

11.1. Changelog

22.03.2023. 01 Amendment of the scope of Tehnomont Brodogradilišta d.o.o.
09.09.2024 02 Modification of the scope and removal of Tehnomont d.d. (BMN) from the manual
25.02.2026. 03 Change of the authorized person responsible for reviewing and approving this document.