



Non-Conformance Reporting and Corrective Action Procedure

1. Purpose & Scope

1.1 This procedure ensures that all non-conformances are identified and recorded, and that the appropriate corrective action is taken to rectify all identified non-conformances, preventing their reoccurrence in the future.

2. Responsibility

2.1 All members of staff are responsible for notifying the Environmental Manager of any identified non-conformances.

2.2 The Environmental Manager is responsible for the completion of Non-Conformance Reports and for determining and implementing corrective action.

2.3 Once the corrective action has been completed the Environmental Manager is to undertake a verification check to ensure that corrective action has been effective.

3. Procedure

3.1 All identified non-conformances are to be reported to the Environmental Manager.

3.2 All identified non-conformances are to be recorded on a Non-Conformance Report Form (see attached).

3.3 The source or cause of the non-conformance is to be identified, allowing for the development of appropriate and effective corrective action.

3.4 Corrective action is to be documented, together with an agreed timeframe for implementation.

3.5 A review of the effectiveness of the corrective action will be undertaken by the Environmental Manager

3.6 If the non-conformance persists after the implementation of corrective action alternative solutions are to be examined until the closure of the non-conformance can be successfully achieved.

3.7 On the successful closure of the non-conformance, the Non-Conformance Report will be signed off by the Environmental Manager.

3.8 Reoccurring non-conformances, significant deviations from legislation, procedures or environmental policy or non-conformances that pose an environmental risk will be reported to senior management for further investigation.

4. Associated Documents

- Non-Conformance Report Form

| Non-Conformance Report | | | | | |
|--|--|----------------------------------|--|-------------------------------------|--|
| Non-Conformance No: | | Date recorded: | | | |
| Identified by: | | Department/Area: | | | |
| Description of Non-Conformance: | | | | | |
| Cause of Non-Conformance: | | | | | |
| Proposed corrective actions to be taken to prevent recurrence: | | | | | |
| Auditor Name: | | Environmental Representative: | | Date for action to be completed by: | |
| Evidence provided to demonstrate closure of Non-Conformance: | | | | | |
| Auditor Name: | | Non-Conformance Closed: (Yes/No) | | Date: | |
| Further information: | | | | | |