



# STYLISH ADVANCED DECOR COMPANY PROFILE



## PREQUALIFICATION DOCUMENT

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## INTRODUCTION

As the name goes **Stylish Advanced Décor** has been established with the sole purpose to overcome day to day obstacles by stakeholders in today's emerging and competitive market.

*The company owned and run by experienced professionals in hand with skilled, unskilled and well trained workforce in various technical aspects, ensure that the clients mitigate the long process of approaching different service providers and win one stop solution to their requirements. In the same way, we at **Stylish Advanced Decor** Believe that the satisfaction of our staff is reflected in their work and the result it brings.*

*Having being accredited Abu Dhabi Municipality, ADNOC group of companies etc. and proven our expertise and quality commitment to execute the projects with the same, we believe, **Stylish Advance Decor** is capable of performing a wide range of projects. A strong financial and manpower base that have been available with the company enable us to carry whether as small or large size projects with quality, excellent performance, fair and efficient in a timely manner.*





## WHY US

### **VISION**

*To be a niche market leader in providing one stop solution in all aspects of construction and interior fit-out works.*

### **MISSION**

*To offer innovative and cost effective solutions to our clients including conceptual ideas, engineering, design, procurement, construction and long term maintenance.*

*To sustain our reputation for extremely short construction schedules and quality performance in accordance with international standards achieved by a continuously trained and skilled workforce.*

*To execute work based on a long term partnership within the community of developers, clients, contractors, suppliers and our team members.*

### **VALUES**

*Integrity -Commitment -Passion -Speed*

## INTERIOR DESIGN AND FIT OUT WORKS

We at, **Stylish Advance Decor** combining our services, have been successful in Planning, Designing and Executing projects on time with high end quality, achieving the end users and our customer's expectations, ensuring their satisfaction and gaining their trust for long last business relation.

During the past few years, **Stylish Advance Decor** with the zeal to excel in the market has successfully designed and executed projects such as Saloon & spa, restaurants, villas, offices, retails and shops as well as exhibition stands.

These endeavors have established us as a market leader in Designing and Executing High end projects within the stipulated time frame, cost and quality.



## **TURNKEY PROJECT'S MANAGEMENT**

We would like to share with you some of our prestigious projects which were executed through our company as a group or individuals.

### **Scope of work:**

Appointing a consultant, review all design drawings, ARCHITECTURAL, ELECTROMECHANICAL AND INTERIORS, ensure building permit application, tendering of the job, supervision during construction, appointing the subcontractors, certify all payments, call for all progress and technical meetings and prepare its minutes, maintain a proper record, preparation of the close out documents and obtaining authority approvals, supervision on site, monitor the programs of works and ensure quality and budget control.

Participation in the design, external elevation and interiors, execution part of the external GRC elevation and main part in the interior works.

### **HIGH RISE, HOTEL BUILDINGS AND VILLAS:**

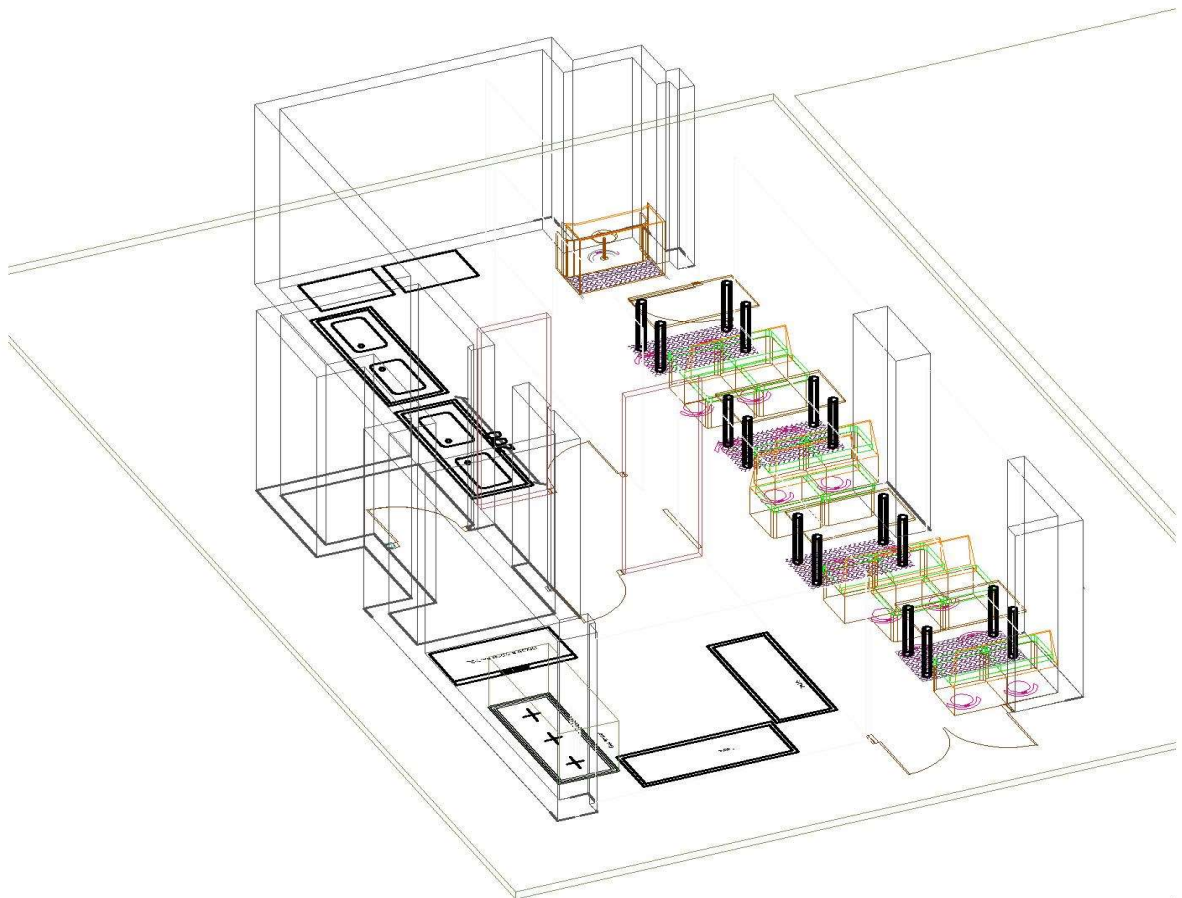
- 1. Designing and executing fit outs for Saloons and Spas**
- 2. Designing and executing fit outs for Office spaces**
- 3. Designing and executing Modular Kitchens**
- 4. Designing and executing state of the art Bathrooms**
- 5. Designing and fixing all type of Dry walls and Ceilings(gypsum)**
- 6. Designing and executing Hotel apt.**
- 7. Designing and Decoration Restaurant & Bar**
- 8. Stone external cladding**
- 9. Marble, other natural Stones as well as Vitrified tiles fixing**
- 10. External and Internal Painting**
- 11. uPVC and high end Aluminum doors and windows**
- 12. Glass partitions**

## MAINTENANCE SERVICES

Keeping in mind Stylish Advance Decor Vision, Mission and Values, **STYLISH ADVANCED DÉCOR** Technical Works opened its maintenance division whose sole purpose is to attend to the daily maintenance issues of our stakeholder's.

We at **Stylish Advance Decor** strongly believe that to satisfy the needs of our customer's, maintenance of a project is as important as delivery of it on time & quality.

Maintenance team at Stylish Advance Decor comprises of highly skilled workforce who have proven rewards of maintaining properties ranging from villas, restaurants, high rise apartments, hotels, saloons & spas. Quick reaction to customer's calls has enabled **Stylish Advance Decor** to not only satisfy the end user but also carry out a niche For itself in the local market



## ELECTROMECHANICAL

*Further to provide our stakeholders with the ultimate satisfaction, Stylish Advance Decor opened its electromechanical division, who shall provide electromechanical works for a diverse array of facilities from luxury villas to high rise buildings. Stylish Advance Decor delivers optimal and sustainable solutions to local environmental requirements for industrial, commercial, domestic and municipal applications. Led by a highly qualified group of Professionals and skilled labor force, we render electro-mechanical installations to various construction requirements such as:*

- Air conditioning
- Heating & Ventilation
- Electrical
- Data & Voice With IT Solution
- Fire Alarm & Fire Fighting
- Plumbing & Refrigeration, and all aspects of Building Management Systems
- Complete Design and drafting works

(In compliance with safety, health and regulations)

*We also offer a complete electromechanical solution including supply, installation for new and existing projects.*

*The highly skilled, dedicated and qualified team, means that **STYLISH ADVANCED DECOR** has the necessary infrastructure, technical expertise and experience to handle electromechanical contracts of any magnitude in all disciplines.*



## **INSULATION WORKS & WATERPROOFING WORKS**

*Our skilled team is capable of handling all types of Insulations including:*

- *Thermal*
- *Sound*
- *Water*

*Waterproofing works such as:*

- *-Concrete*
- *-Metal Roof*

**Stylish Advance Decor** will be very happy to serve you and your esteemed company in applying the best in all other applications related to it to make projects more reliable and secure.



## OTHER SERVICES

*With a zeal to provide complete one stop solution to the stakeholder's, **Stylish Advanced Decor** has been successful in bringing the services of various international entities for the following products:*

- Car parking sheds.
- Gate barriers from Germany, Italy and Malaysia
- Movable partitions
- Approved Garbage containers
- Fountains
- Door hardware's
- Garage and widow shutters

*Saloon & spa, restaurants, villas, offices, retails and shops as well as exhibition stands.*

*To ensures that stakeholder's, clients, receives an internationally approved product at a competitive local market rate and in a comfortable time frame.*

## GENERAL INFORMATION

*Registered Name:*

**Stylish Advanced Decor**

*Contact person*

**Rustom Ali Abdul Salam**

+971 50 5121868

*Address:*

**Stylish Advanced Decor**

P.O. Box, 108744 Abu Dhabi, U.A.E.

Tel No: 00971 2 5089124, 00971 2 5089132

**Email** [rustom@stylishdecoruae.com](mailto:rustom@stylishdecoruae.com)

[rustom2006@hotmail.com](mailto:rustom2006@hotmail.com)

[info@stylishdecoruae.com](mailto:info@stylishdecoruae.com)

Trade License No: CN – 1148857

Unified ID for ADCCI 249116

Company: Status Establishment

Bankers: Abu Dhabi Islamic Bank

## **QHSE POLICY**

### ***Stylish Advanced Decor***


Requires the active commitment to and support of Quality, Health, Safety, Environment from all employees. In addition, line management has a leadership role in the communication and implementation of, and ensuring compliance with, QHSE policies and standards.

We are committed to:

- Eliminate Quality non-conformance and HSE accidents;
- Provide a framework for setting QHSE goals and performance objectives and the resources needed to successfully achieve them.
- Meet specified customer requirements and ensure continual customer satisfaction;
- Monitor, evaluate and continually improve our QHSE performance through the definition of operational standards, training, assessments and audits
- Protect, and strive for improvement of, the health, safety and security of our people at all times;

## **Details of support services**

### **RESIDENTIAL WORKS**

- Interior design and 3D view.
- Architectural, interior and electromechanical design.
-  Carpentry and Joinery
- Partition and ceiling

- Masonry
- Flooring
- Painting
- Electrical Works
- Plumbing
- Air-Conditioning
- Manufacture of HVAC Ducts
- Fire-fighting and Fire alarm works
- Coring
- Door Hardware's
- Aluminum and glass
- Steel
- IT systems and CCTV cameras



## PROJECTS LIST

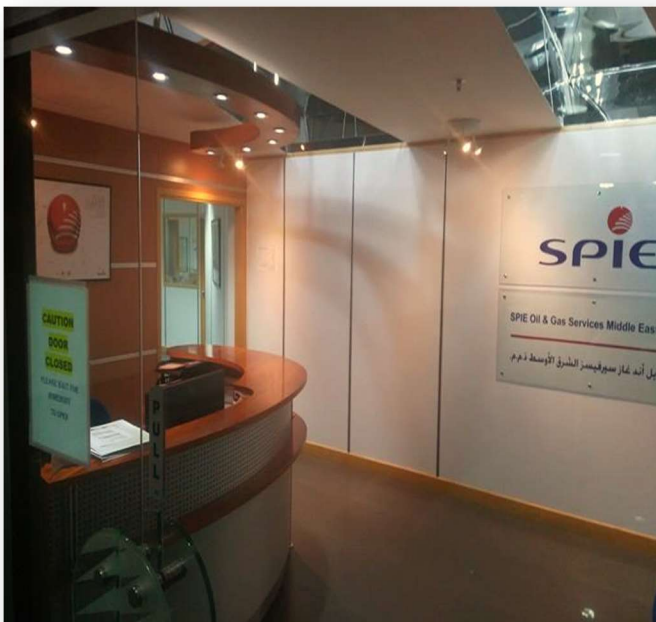
### COMMERCIAL WORKS



- MINISTRY OF JUSTICE
- AL GHAITH HOLDING
  - SPIE OIL & GAS
  - TGT OILFIELD SERVICES
  - EMIRATE MARKETING SERVICES
  - AYA BUSINESS CENTER
  - TAWASUL INSURANCE
  - GALARIA INSURANCE BROKER
  - NEXUS INSURANCE BROKER
  - EMIRATE FENCING
  - HOTEL L'ARABIA APARTMENTS
  - WS ATKINS & PARTNERS
  - HEAD 2 TOE BEAUTY CENTRE & MOROCCAN BATH

## GALLERY





**ABOUT US**

**Stylish Advanced Decor** hereby establishes, documents, Implements and maintains an integrated management system in line with the requirement of the ISO 9001:2008, standard. This manual documents the actions and steps taken by **Stylish Advanced Décor**

To

- Demonstrate to ability to consistently provide Products that meet customer and applicable regulatory requirements and
- Enhance customer satisfaction through the effective implementation of the system and through steps aimed at continual improvement of the processes of the processes whereby **Stylish Advanced Décor** is able to assure conformity to customer and applicable regulatory requirements.

This manual is a controlled document and the property of **Stylish Advanced Decor**. And hence no copies of the same may be made without the prior approval of the relevant authority.

This manual is issued and controlled by the MR, reviewed and approved by the General Manager.



مركز أبوظبي للأعمال  
Abu Dhabi Business Center



دائرة التنمية الاقتصادية  
DEPARTMENT OF ECONOMIC DEVELOPMENT

## Commercial License

## رخصة تجارية

License No	:	CN-1148857	:	رقم الرخصة
ADCCI No	:	249116	:	عضوية الغرفة
Establishment Card MOHRE	:	646587	:	وزارة الموارد البشرية والتوطين بطاقة المنشأة
Establishment Card GDRFA	:		:	الإدارة العامة للإقامة وشؤون الأجانب - بطاقة المنشأة
Legal Form	:	Establishment	:	الشكل القانوني
			:	مؤسسة فردية
			:	ستابلش أدفانسد ديكور
Trade Name	:	STYLISH ADVANCED DECOR	:	الإسم التجاري
Establishment Date	:	20/07/2008	:	تاريخ تأسيس المنشأة
Issue Date	:	04/10/2019	:	تاريخ الإصدار
Expiry Date	:	03/10/2020	:	تاريخ الانتهاء

الصفة Role	الجنسية Nationality	المالك / الشركاء Owners / Partners	الرمز No.
مالك Owner	الإمارات العربية المتحدة United Arab Emirates	مسعود غريب سعيد وديان العتيبة MASOOD GHAREEB SAEED WADYAN ALOTAIBA	20009940

**Commercial Activities** : الأنشطة التجارية  
- Interior design implementation works(decor) - أعمال تنفيذ التصميم الداخلي ( الديكور )

**Address** : العنوان  
جزيرة أبوظبي، شارع حمدان ق 6 شرق 8 ط 8 مكتب 807، وحدة، المالك/على هامل غيث ال غيث القبيسي/واخرون :  
( تم تحصيل رسوم خدمات الدفاع المدني )

وثيقة معتمدة وصادرة بدون توقيع أو ختم من دائرة التنمية الاقتصادية - أبوظبي. للتحقق من صحة البيانات الواردة في الرخصة برجاء زيارة الموقع <http://www.ded.abudhabi.ae>  
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الهيئة الاتحادية للضرائب  
FEDERAL TAX AUTHORITY



شهادة تسجيل لضريبة القيمة المضافة في الامارات العربية المتحدة  
Certificate of Registration for Value Added Tax in the United Arab Emirates

The Federal Tax Authority certifies that the entity below is a registered person for Value Added Tax in the UAE  
تشهد الهيئة الاتحادية للضرائب أن الجهة التالية مسجلة لضريبة القيمة المضافة في الامارات العربية المتحدة

Full Arabic legal name	ستايلش ادفانسد ديكور	الاسم القانوني الكامل باللغة العربية
Full English legal name	STYLISH ADVANCED DECOR	الاسم القانوني الكامل باللغة الانجليزية
Registered address	Hamel Ghaith Al Ghaith Al Qubaisi, HAMDAN STREET, TOURIST CLUB, ABU DHABI, Abu Dhabi, United Arab Emirates, 108744, +971505121868	العنوان المسجل
Tax Registration Number	100013771900003	رقم التسجيل الضريبي
Effective Registration Date	01/01/2018	تاريخ التسجيل الفعلي
First VAT Return Period	01 Jan 2018 - 31 May 2018 and quarterly thereafter	فترة أول إقرار لضريبة القيمة المضافة
VAT Return due date	28 Jun 2018	تاريخ استحقاق إقرار ضريبة القيمة المضافة

Start and end dates of Tax periods: 1 Mar to 31 May, 1 Jun to 31 Aug, 1 Sep to 30 Nov, 1 Dec to 28/29 Feb  
بداية ونهاية الفترات الضريبية

يرجى التأكد من صحة تفاصيل الشهادة. يجب إبلاغ الهيئة الاتحادية للضرائب في حال تغير الاسس التي حصلت فيها على رقم التسجيل الضريبي الخاص بك.

Please check that the details on this certificate are correct. You must inform the Federal Tax Authority of any change on the basis of which you obtained your Tax Registration Number.



Issuing Date: 04/04/2018

تاريخ الإصدار



## *Certificate Awarded to*

### **STYLISH ADVANCED DECOR**

P.O BOX NO: 108744, OFFICE-857, 8th FLOOR, AL GHAITH TOWER  
HAMDAN STREET, ABU DHABI, UAE

*CERTIFICATION SERVICES AMERICA (P) Ltd. certifies that the  
management system of the above organisation has been assessed  
and found to be in compliance with the requirements for the standard*

## **OHSAS 18001:2007**

### **SCOPE**

**- Interior Design Implementation Works (Decor)**

Certificate No	: CSA-OHS-Z061/08
Original Issue Date	: 06-11-2018
Current Issue Date	: 06-11-2018
Expiry Date	: 05-11-2021

A handwritten signature in black ink, appearing to read "J. Meekins".

Executive Director / Dr. Julian Meekins

*The validity of the certificate is subject to periodic surveillance audits and on a complete  
review of the management system every three years.*

*For information concerning the validity of the certificate,  
please visit the site [www.csawwp.com](http://www.csawwp.com) or email to [info@csawwp.com](mailto:info@csawwp.com).*



*The use and validity of this  
certificate are subject to compliance with  
CSA procedures.*

Corporate Office  
CSA, P.O. Box 8226, Amherst, MA 01067  
CA 0001-94273  
[info@csawwp.com](mailto:info@csawwp.com)



## *Certificate Awarded to*

### **STYLISH ADVANCED DECOR**

P.O BOX NO: 108744, OFFICE-857, 8th FLOOR, AL GHAITH TOWER  
HAMDAN STREET, ABU DHABI, UAE

*CERTIFICATION SERVICES AMERICA (P) Ltd. certifies that the  
management system of the above organisation has been assessed  
and found to be in compliance with the requirements for the standard*

## **ISO 9001:2015**

### **SCOPE**

**- Interior Design Implementation Works (Decor)**

Certificate No : CSA-QMS-Z059/08  
Original Issue Date : 06-11-2016  
Current Issue Date : 06-11-2016  
Expiry Date : 05-11-2021

A handwritten signature in black ink, appearing to read "John Meekins".

Executive Director / Dr. John Meekins

*The validity of the certificate is subject to periodic surveillance audits and on a complete  
review of the management system every three years.*

*For information concerning the validity of the certificate,  
please visit the site [www.csawwp.com](http://www.csawwp.com) or email to [info@csawwp.com](mailto:info@csawwp.com)*



*The use and validity of this  
certificate are subject to compliance with  
CSA procedures.*

Corporate Office  
CSA, P.O. Box 8226, Amherst, MA 01007  
CA (901) 84273  
[info@csawwp.com](mailto:info@csawwp.com)



## *Certificate Awarded to*

### **STYLISH ADVANCED DECOR**

PO BOX NO: 108744, OFFICE-857, 8th FLOOR, AL GHAITH TOWER  
HAMDAN STREET, ABU DHABI, UAE

*CERTIFICATION SERVICES AMERICA (P) Ltd. certifies that the  
management system of the above organisation has been assessed  
and found to be in compliance with the requirements for the standard*

## **ISO 14001:2015**

### **SCOPE**

- Interior Design Implementation Works (Decor)

Certificate No	: CSA-EMS-Z060/08
Original Issue Date	: 08-11-2018
Current Issue Date	: 06-11-2018
Expiry Date	: 05-11-2021

A handwritten signature in black ink, appearing to read "John Meekins".

Executive Director / Dr. John Meekins

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*The use and validity of this  
certificate are subject to compliance with  
CSA procedures.*

Corporate Office  
CSA, P.O. Box 8220, Amherst, MA 01007  
CA 0001 94273  
[info@csawwp.com](http://info@csawwp.com)

## **ABBREVIATIONS**

### **ABBREVIATION EXPANSION**

MR-Management Representative	
QMS-Quality Management System	
NC-Non-conformance	
MOM-Minutes of Meeting	
MRM-Management review Meeting	
QSP-Quality System procedure	
DEPT-Department	
HOD-Head of Department	
NCR-Nonconformity Report	
RESP-Responsibility	
EOHSP-Environmental Occupational Health & Safety procedure	
IMSP-Integrated Management system Procedure	
EMS-Environment Management Systems	
EMS-Environmental Management System	
EOHS-Environmental, Occupational Health and Safety	
MR-Management Representative	
CT-Core Team	
ERT-Emergency Response Team	
EOHSM-Environmental, Occupational Health & Safety Management System Manual	
EOHSP-Environmental, Occupational Health & Safety Management System Procedure	
MP-Management Program	
ERP-Emergency Response Plan	
PPEP-Personnel Protective Equipment Plan	
MMP-Monitoring and Measurement Plan	
OCP-Operational Control Procedure	
OHSAS-Occupational Health & Safety Assessment Series	
OH&S-Occupational Health & Safety	
MRM-Management Review Meeting	
MA-Management Appointee	
IMS-Integrated Management System	
ISP-Integrated System Procedure	
Ref-Reference	
WI / GL-Work Instructions / Guidelines	
MRM-Management Review Meeting	
TRG-Training	
MKT-Marketing	
PUR-Purchase	
PRO-Projects	
MTCE-Maintenance	
CAL -Calibration	
IQA-Internal Audit / Internal Quality Audit	
STR-Stores	
HVAC-Heating, Ventilation and Air Conditioning	



## **TERMS & DEFINITIONS**

### **Quality:**

Degree to which a set of inherent characteristics fulfils requirements.

Note:

“Inherent” means existing in something, especially as a permanent characteristic. The term quality can be used with adjectives such as poor, good or excellent.

### **Top Management:**

Person or group who directs and controls an Organization.eg. VP / MD

### **Quality Management:**

Coordinated activities to direct and control an organization with regard to Quality.

### **Requirement:**

Need or expectation that is stated, generally implied or obligatory.

Note: “Generally implied” means that it is custom or common Practice For the organization, its customers and other interested parties that the need or expectation under consideration is implied.

### **Customer satisfaction:**

Customer’s perception of the degree to which the customer’s Requirements have been Fulfilled.

Note: Customer complaints are a common indicator of low Customer satisfaction but their absence does not necessarily imply high customer satisfaction.

### **Management system:**

System to establish to establish policy and Objectives and to achieve those objectives.

### **Policy:**

Overall intentions and directions of an Organization related to Quality and environment as formally expressed by Top Management.

### **Quality Objective:**

Something sought, or aimed for, related to Quality.

Note: Quality objectives are generally based on Organization’s Quality Policy. Quality objectives are defined at relevant Functions and levels in the Organization.

Continual improvement: Recurring activity to increase the ability to fulfill requirements.

Note: The process of establishing Objectives and finding opportunities for improvement is a continual process Through The use of audit findings, analysis of data, Management reviews or other means and generally leads to Corrective Action and/or preventive action.

**Effectiveness:**

Extent to which the planned activities are realized and Planned Results achieved.

**Efficiency:**

Relationship between the results achieved and the resources used.

**Organizational Structure:**

Arrangement of responsibilities, authorities and relationship between people.

**Customer:**

Organization or person that receives a Product.

**Supplier:**

Organization or person that provides a product.

Example: Producer, distributor, retailer, vendor of a product, or provider of an information.

**Interested party:**

Person or group having interest in the performance or success of an Organization.

**Process:**

A set of interrelated or interacting activities which Transforms inputs into outputs.

**Product:**

Result of a Process.

**Procedure:**

Specified way to carry out an activity or a process.

Note: Procedures can be documented; the term “written procedure” “document procedure” may be used.

**Traceability:**

Ability to trace the history, application or location of that which is under consideration.

Note: The reference to a Product, Traceability can be related to

- The Origin of materials

- The Processing history
- The distribution and location of the product after delivery.

**Conformity:**

Fulfillment of a requirement.

**Nonconformity:**

Nonfulfillment of a requirement.

**Correction:**

Action to eliminate a detected nonconformity.

For example, Correction can be 'rework' or 'regrade'

**Corrective action:**

Action to eliminate the cause of a detected nonconformity or other undesirable situation.

Note:

- There can be more than one cause for nonconformity.
- Corrective action is taken to prevent the recurrence of a problem.
- There is a distinction between correction and corrective action

**Preventive action:**

Action taken to eliminate the cause of a potential nonconformity or other undesirable situation.

Note:

- There can be more than one cause for a potential nonconformity
- Preventive action is taken to prevent the Occurrence of a problem.
- There is a distinction between preventive action and corrective action.

**Document:**

Information and its supporting medium.

Note:

- Examples for documents can be Quality manual, Work instructions, Procedures, Specifications and Standards etc.

- The medium can be paper, magnetic, electronic or optical computer disk, photograph or master sample or a combination of one or more of them.
- A set documents, for example Specification and records, is frequently called "Documentation".

**Record:**

Documents stating results achieved or providing evidence of activities performed.

Examples of records can be Inspection and test records, Process log books, Test reports, Minutes of meeting etc.

Objective evidence: Data supporting the existence or verity of something.

Note:

- Objective evidence may be obtained through observation, measurements, records, statements, Equipment's etc.
- Objective evidence is the proof that something complies or does not comply OR that something is effective or not effective.

**Inspection:**

Conformity evaluation by observation and judgment accompanied as appropriate by measurement, testing and gauging.

**Test:**

Determination of one or more characteristics according to a procedure.

**Verification:**

Confirmation. Through the provision of objective evidence that the specified have been fulfilled.

**Validation:**

Confirmation. Through the provision of objective evidence that the requirements for a specific intended use have been fulfilled.

**Review:**

Activity undertaken to determine the suitability, adequacy and effectiveness of the subject matter to achieve established objectives.

Examples: Management review, Review of customer requirements, Nonconformity review etc.

**Audit:**

Systematic, independent and document process for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled.

Audit criteria:

Set of policies, procedure or requirements used as a reference.

Audit evidence:

Records, statements of fact or other information which are relevant to the audit criteria and verifiable.

Note: Audit evidences can be quantitative or qualitative.

Audit programmer:

Set of one more audit planned for a specific time frame and directed towards a specific purpose.

**Example for audit Programmed.**

- A Series of internal audit covering all areas of an organization for the current year.
- Vendor audit schedules for potential suppliers which are to be conducted say twice a year.

Audit plan:

Description of the activities and arrangements for the audit.

Audit findings:

Results of the evaluation of the collected audit evidence against audit criteria.

Note: Audit finding can indicate either conformity or nonconformity with audit criteria or opportunities for improvement.

Auditee: Organization / Department / Person being auditee.

Competence: Demonstrated ability to apply knowledge and skills.

Statutory Requirements:

Regulatory requirements are those that are stipulated by statutory instruments that form a part of National, Regional and International legislations.

Regulatory Requirements:

Regulatory requirements are those imposed by Regulatory bodies.

Eg. Pollution Control Board

**NORMATIVE REFERENCE**



1. IS/ISO 9001:2000 QUALITY MANAGEMENT SYSTEMS – FUNDAMENTALS AND VOCABULARY (SECOND REVISION)
2. IS/ISO 9001:2000 QUALITY MANAGEMENT SYSTEMS-REQUIREMENTS (SECOND REVISION)
3. IS/ISO 9001:2008 QUALITY MANAGEMENT SYSTEM – REQUIREMENTS (THIRD EDITION)
4. IS / ISO 14001:2004 ENVIRONMENTAL MANAGEMENT SYSTEM – REQUIREMENTS ( FIRST REVISION )
5. BS / OHSAS 18001:2007 – OCCUPATIONAL HEALTH AND SAFETY ASSESSMENT SERIES
6. ISO 14004:2004 – ENVIRONMENTAL MANAGEMENT SYSTEM – GUIDELINE FOR IMPLEMENTATION
7. OHSAS 18002:2008 – STANDARD FOR GUIDELINE FOR OHSAS IMPLEMENTATION

#### 4.0 Integrated Management System:

##### 4.1 General Requirements:

(Clause ref 4.1 of ISO 9001:2008, ISO 14001:2004 & OHSAS 18001:2007)

##### **Stylish Advanced Decor**

has established documented, implemented and maintains a quality management system, Environmental Management system & Occupational Health & safety Management System to continually improves the effectiveness in accordance with the requirements of ISO 9001:2008, ISO 14001:2004 & OHSAS 18001:2007 standard.

##### **a) Stylish Advanced Decor**

- b) Determine the processes needed for the integrated management system and its application throughout the organization.
- c) Determined the sequence and interaction of these processes as per **Annexure I**.
- d) Determined criteria and methods needed to ensure that both the operation and control of the processes are effective.
- e) Ensures the availability of resources and information to support the operation and monitoring of these processes.
- f) Monitor, measure where applicable and analysis these processes and implement actions necessary to achieve planned results and continual improvement of these processes.

##### **Stylish Advanced Decor**

Manages these processes in accordance with the requirements of ISO 9001:2008, ISO 14001:2004 & OHSAS 18001:2007 Standard. It exercises control over processes that are outsourced and which will have an impact in the product conformity with the requirements. Control of such outsourced processes are established as per process for Purchasing, Outsourcing.

An “outsourced process” is a process that the organization needs for its quality management system and which the organization chooses to have performed by an external party.

##### **Stylish Advanced Decor**

The following points are considered for ensuring control over outsourced processes does not absolve the organization of the responsibility of conformity to all customers, statutory and regulatory requirements. The type and extent of control to be applied to the outsourced process can be influenced by factors such as

- a) The potential impact of the outsourced process on the organization's Capability to provide product that conforms to requirements,
- b) The degree to which the control for the process is shared,
- c) The capability of achieving the necessary control through the application of defined purchasing process.

#### IMS in **Stylish Advanced Decor**

Is applicable to all its activities, products, processes and services. It covers Environmental Aspects & OH&S Hazards, which **Stylish Advanced Decor**

Can control and directly manage, and those it does not control or manage but can have an influence. For adapting to changing circumstances **Stylish Advanced Decor**

Will periodically review and evaluate its Quality, Environmental, and Occupational Health & Safety Management System in order to identify the opportunities for continual improvement and their implementation by conducting internal audits & management reviews.

## 4.2 Documentation Requirements:

(Clause ref 4. 2 of ISO 9001:2008 & Clause ref 4.4.4 of ISO 14001:2004 & OHSAS 18001:2007)

### 4.2.1 General

Integrated Management System documentation of **Stylish Advanced Decor**

Will include.

- (a) Documented statements of IMS policy and Quality objectives, EOHS Objectives,
- (b) Integrated Management System Manual,
- (c) Integrated Management System procedures,
- (d) Work Instructions / Guidelines etc., and records pertaining to each activity / process.

### 4.2.2 Integrated Management system Manual:

(Clause ref 4. 2.2 of ISO 9001:2008 & Clause ref 4.4.4 of ISO 14001:2004 & OHSAS 18001:2007)

#### **Stylish Advanced Decor**

Has established and maintained an integrated management system manual. The structure of the Integrated Management System is given below:

Level 1: Integrated Management System Manual (IMSM) - describes the core elements of the Quality, Environmental, Occupational Health & Safety Management System and their interaction. It outlines the structure of the document used in the QEOHS Management System in line with ISO 9001:2008, ISO 14001: 2004 & OHSAS 18001:2007.

Level 2: Integrated Management System Procedures (IMSP) - describe elaborately how various requirements of ISO 9001:2008, ISO 14001:2004 & OHSAS 18001:2007 are implemented. These procedures also make reference to Work Instructions /Operational control procedures / documents / records maintained.

Level 3: Work Instruction / Operational Control Procedures: Work Instructions for specific tasks affecting Quality, Environment, and Occupational Health & Safety. Monitoring Plans address the method of monitoring and control of the various characteristics, which affect the environment, Health and safety.

Level 4: Formats used for recording and conveying data affecting the Quality, environment, Health & safety to demonstrate conformity to the requirements of Environmental, Occupational Health & Safety Management system.

The four-tier documentation structure is followed as depicted in the pyramid below

#### 4.2.3 Control of Documents:

(Clause ref 4.2.3 of ISO 9001:2008 & Clause ref 4.4.5 of ISO 14001:2004 & OHSAS 18001:2007)

The procedure for document control is established for controlling new and revised documents including applicable external documents. This procedure ensures that

- (a) The documents are approved for adequacy to issue.
- (b) The documents are reviewed, updated as necessary and re-approved.
- (c) The status of current version documents is identified.
- (d) The relevant version of applicable documents is available at points of use.
- (e) Documents are legible, revision controlled and readily identifiable and retrievable.
- (f) To ensure those documents of external origin determined by the organization to be necessary for the planning and operation of the quality management system are identified and their distribution controlled.
- (g) Any obsolete documents are promptly removed from all points of issue & use and retained for legal or knowledge purposes are identified and preserved.

#### Reference Documents:

Procedure for control of documents

QF-MR-001: Master List of Documents

QF-MR-002: Master List of External Origin Documents

#### 4.2.4 Control of Records:

(Clause ref 4.2.4 of ISO 9001:2008 & Clause ref 4.5.4 of ISO 14001:2004 & OHSAS 18001:2007)

Records are available documents to demonstrate conformance to requirements and effective operations of the integrated management system. The system for record identification, collection, indexing, access, filing, storage retention period and disposition are described in the related process.

Records shall remain legible, readily identifiable and retrievable.

Reference Documents:

Procedure for control of Records

QF-MR-001: Master List of Documents

## MANAGEMENT RESPONSIBILITY

### 5.1 Management Commitment:

(Clause Ref 5.1 of ISO 9001:2008, Clause ref 4.4.1 of ISO 14001:2004 & OHSAS 18001:2007)

General Manager of **Stylish Advanced Decor**

Ensures resources are made available for effective implementation of IMS & provides evidence of its commitment to the development and improvement of the Integrated Management System by:

- (a) Communicating within the organization the importance of meeting customer as well as statutory and regulatory requirements. All personnel in the organization are made aware of the IMS requirements.
- (b) Establishing an Integrated management System policy and communicating the policy to all concerned personnel
- (c) Ensuring that IMS objectives are established at the relevant levels in consistence with the quality policy
- (d) Conducting management reviews at planned at intervals to ensure the continuing suitability, adequacy and effectiveness of the IMS and of the processes in the organization
- (e) Reviewing resource requirements on a continuous basis and ensuring that all requirements are met

Reference Documents:

IMS Policy

QF-MR-003: List of Objectives

### 5.2 Customer Focus:

(Clause Ref 5.2 of ISO 9001:2008)



### **Stylish Advanced Decor**

Determines customer's needs and expectation and convert them into the defined requirements, with the aim of achieving customer satisfaction. Top Management ensures that the defined requirements are understood and fully met.

### **5.3 IMS Policy:**

(Clause Ref 5.3 of ISO 9001:2008, Clause ref 4.2 of ISO 14001:2004 & OHSAS 18001:2007)

IMS Policy is controlled as per the document control system. The IMS Policy has been displayed at various locations to ensure its awareness to all employees.

The IMS policy enunciated by the management and the integrated system processes implemented are communicated, understood and compiled at all levels of the organization.

### **Stylish Advanced Decor**

Has defined, documented, implemented & maintained Quality, Environmental, and Occupational Health & Safety Policy for continual improvement. IMS Policy is defined as per the requirements and is appropriate to the nature, scale, Quality, Environmental and safety activities, products & services carried out in the Factory premises.

The policy is a dynamic document, defined taking into account, and the commitment of **Stylish Advanced Decor** towards;

- Customer satisfaction
- Conservation of natural resources.
- Prevention of pollution by Reduce & Reuse practices.
- Minimizing Occupational Health & Safety hazards.
- Prevention of injury and ill health

Comply with Environmental, Occupational Health & Safety legal & other requirements as applicable to **Stylish Advanced Decor**

- . Which are, subscribe to Environmental aspects & OH&S Hazards.
- Continual improvement in the Quality, Environmental, Occupational Health & Safety management system implementation.

The policy is considered for the establishment of IMS objectives of **Stylish Advanced Decor**

. All the employees have been made aware of IMS Policy through training sessions to ensure the effectiveness of the implementation. The Policy has been displayed at prominent locations.

Policy will be reviewed during every MRM to address the changes if any. It is also communicated to all persons working for or on behalf and working under the control of the **Stylish Advanced Decor**

. IMS Policy is made available to interested parties & it will be communicated to personnel, visiting the premises of **Stylish Advanced Decor**

#### Reference Documents:

IMS Policy

### **5.3 Planning:**

(Clause Ref 5.4 of ISO 9001:2008, Clause ref 4.3 of ISO 14001:2004 & OHSAS 18001:2007)

#### **5.4.1 Objectives:**

(Clause Ref 5.4.1 of ISO 9001:2008, Clause ref 4.3.3 of ISO 14001:2004 & OHSAS 18001:2007)

The Quality & EOHS Objectives are consistent with the IMS policy including the commitment to continual improvement. These objectives are measurable and set at relevant functions.

Core Team Members identify measurable objectives and targets that are consistent with the IMS Policy, where practicable. **Stylish Advanced Decor**

Has established, implemented, and maintained a procedure for EOHS objectives, Targets and programmer(s) to identify objectives at each relevant function and level within the company. This procedure includes a provision for consideration of the legal and other requirements, significant aspects/hazards, technological options, financial, operational, business requirements, and the views of interested parties when establishing and reviewing EOHS objectives.

Management programmes are established and maintained for achieving EOHS objectives and targets in accordance with procedure EOHS Objectives, Targets and Management Programmes. The MPs are developed by the Core Team, reviewed by Business Development Manager and approved by the General Manager.

This procedure includes

- The means and time frame by which objectives and targets are to be achieved.
- Actions for achieving objectives and targets.
- Designation of responsibility for achieving objectives and targets at each relevant function and level.
- The procedure includes provisions for the review of Management programmes at planned and regular intervals to ensure IMS Objectives are achieved.

#### Reference Documents:

Procedure for EOHS Objectives, Targets and Management Programmes

QF-MR-003: List of Objectives

### **5.4.2 Quality Management System planning:**

(Clause Ref 5.4 of ISO 9001:2008)

### **Stylish Advanced Decor**

Will carry out Quality Planning needed as defined in Section 4.1 and to achieve the defined Quality Objectives. While Quality Planning, it is ensured that the integrity of the Quality Management System is maintained and the output of the planning is documented as defined in the Process.

## **5.5 Responsibility , authority and Communication:**

(Clause Ref 5.5 of ISO 9001:2008, Clause ref 4.4.1 & 4.4.3 of ISO 14001:2004 & OHSAS 18001:2007)

### **5.5.1 Responsibility and Authority:**

(Clause Ref 5.5.1 of ISO 9001:2008, Clause ref 4.4.1 of ISO 14001:2004 & OHSAS 18001:2007)

Responsibility and authority for all functions as given in the Organization Chart (Annexure II) are defined in Responsibilities and Authorities and it is communicated in order to facilitate effective Integrated Management System.

Top Management is ultimate responsibility for establishment & effective implementation of IMS Management system. Primary responsibility of implementation of IMS management system & demonstration of commitment to provide resources essential to the implementation and control of the IMS Management system lies with the General Manager. These resources include human resources, infrastructure, specialized skills, technology, and financial resources.

Management Representative / Management Appointee has the primary responsibility for establishing, implementing and maintaining Quality, Environmental and OH&S Management system respectively. Core Team comprising members provide support to MR. Individual roles and responsibilities for implementation of EOHS Management system are provided in the Procedure for Resources, Roles, Responsibility, Accountability and Authority.

#### Reference Documents:

Procedure for EOHS Objectives, Targets and Management Programmes

QF-HR-004 - Roles, Responsibilities & Authority

### **5.5.2 Management Representative:**

(Clause Ref 5.5.2 of ISO 9001:2008, Clause ref 4.4.1 of ISO 14001:2004 & OHSAS 18001:2007)

The management has nominated a member of the organization as a Management Representative (MR) who irrespective of other responsibilities, has defined roles and responsibilities and authority for:

- Ensuring that system requirements are established, implemented and maintained in accordance with ISO 9001:2008, ISO 14001:2004 & OHSAS 18001:2007 standards
- Reporting on the performance of the Quality Management System to top management for review of continual improvements.
- Ensure the awareness of customer requirements throughout the organization.

### 5.5.3 Internal Communication

(Clause Ref 5.5.3 of ISO 9001:2008, Clause ref 4.4.3 of ISO 14001:2004 & OHSAS 18001:2007)

#### **Stylish Advanced Decor**

Ensures communication between various levels and functions regarding the processes of the Integrated Management System.

Various formal and informal communication methods are in place to promote communication in the organization such as

- a) Notice boards
- b) Internal circulars
- c) Review meetings

#### **EOHS Communication, Participation and Consultation:**

(Clause ref 4.4.3 of ISO 14001:2004 & OHSAS 18001:2007)

**Stylish Advanced Décor** has established, implemented & maintained a procedure for EOHS Communication, Participation and Consultation.

EOHS Management system Communication:

An effective communication system has been established for

*Communicating internally between various levels and functions of **Stylish Advanced Decor***

- Communicating with Contractors & visitors at work place.
- Receiving, documenting and responding to relevant communications from external interested parties regarding the organization's aspects / hazards and EOHS Management System.

**Stylish Advanced Décor** has decided not to communicate externally about its significant aspects / hazards. If external communication received with regard to the significant Aspects / Hazards is considered for review and the decisions with regard to change (if any) in EOHS Management System are recorded and implemented and same will be communicated to concerned interested party.

Participation and Consultation on Health and Safety matters:

An effective system is established for participation & consultation of workers at **Stylish Advanced Decor**

**Stylish Advanced Decor** by:

- Appropriate involvement in hazard identification, risk assessment & determination of their control methods.
- Appropriate involvement in incident investigation
- Involvement in development of objectives

Safety committee meeting is conducted with employee representatives which includes Department Heads, Core Team members & workers by Safety Officer.

The agenda for the meeting includes:

- Development and review of systems to manage OH & S risks.
- Any change that affects workplace safety and health.
- Details of Incident Investigation results.
- Any other health and safety matters.

Input for the meeting also includes feedback on concerns from interested parties including relevant information from external interested parties on OH&S matters. The decisions and further actions are recorded by MR and circulated to the concerned personnel for action. **Stylish Advanced Decor** Ensures external interested parties are consulted about pertinent OH&S matters.

#### **Reference Documents:**

Procedure for EOHS Communication, Participation and Consultation

## **5.6 Management Review:**

(Clause Ref 5.6 of ISO 9001:2008, Clause ref 4.6 of ISO 14001:2004 & OHSAS 18001:2007)

### **5.6.1 General:**

The Management Review Meeting will be conducted once in a year or 6 months to ensure its continuing suitability, adequacy and effectiveness. The review shall include assessing opportunities for improvement and need for changes to the Integrated Management System, including IMS Policy and Objectives.



### 5.6.2 Review Input:

(Clause Ref 5.6.2 of ISO 9001:2008, Clause ref 4.6 of ISO 14001:2004 & OHSAS 18001:2007)

The review includes current performance and improvement opportunities on the following inputs:

Follow-up action and status of previous management review meeting

- Follow-up actions from previous management reviews
- Results of audits
- Customer feedback
- Process performance and conformity of the service
- Status of preventive and corrective actions
- Changes that could affect the Integrated management system and
- Recommendations for improvement
- Evaluation of Compliance to the EOHS legal & other requirements to which organization subscribes.
- Results of participation and consultation
- Communication from external interested parties including complaints
- IMS management system performance of the organization
- Policy, objectives & targets and focuses on the possible need for changes to Policy
- Status of Incident investigation, corrective actions & preventive actions

### 5.6.3 Review Output:

(Clause Ref 5.6.3 of ISO 9001:2008, Clause ref 4.6 of ISO 14001:2004 & OHSAS 18001:2007)

The outputs from a management review include action related to:

- Improvement of the Integrated Management System and its processes.
- Improvement of product related to customer requirements.
- Resource needed.
- The discussions and decisions during management review are minute and circulated to all members of the Management Review Meeting to take the necessary actions to fulfill the requirements.

## **RESOURCE MANAGEMENT**

### **6.1 Resource Management:**

#### **6.2 Provision of Resources:**

(Clause ref 6.1 of ISO 9001:2008, 4.4.1 of ISO 14001:2004 & OHAS 18001:2007)

**Stylish Advanced Décor** has established a system to determine and provide the resources needed,

- To implement and improve the processes of the Integrated Management System.
- To enhance customer satisfaction by meeting customer requirements.

### **6.3 Human Resources:**

(Clause ref 6.2 of ISO 9001:2008, 4.4.1 of ISO 14001:2004 & OHAS 18001:2007)

#### **6.3.1 General**

(Clause ref 6.2.1 of ISO 9001:2008, 4.4.2 of ISO 14001:2004 & OHAS 18001:2007)

**Stylish Advanced Décor** ensures that the personnel performing work concerning the product / service Quality & EHS are competent in terms of their education, training, skills and experiences. This will suitably identify and necessary records maintained.

Conformity to service requirements can affected directly or in directly by personnel performing any task within the quality management system.

#### **6.3.2 Competence, Training and Awareness**

(Clause ref 6.2.2 of ISO 9001:2008, 4.4.2 of ISO 14001:2004 & OHAS 18001:2007)

**Stylish Advanced Décor** Will

- Determine the necessary competence for personal performing work affecting conformity to service requirements.
- Identify and provide necessary training as and when required to the employees to meet the customer needs.
- Evaluate the effectiveness of training.
- Ensure that employees are aware of the relevance importance of their activity and how they contribute to the achievements of Quality & EHS Objectives.
- Maintain appropriate records of education, training, skills and experience.

The records pertinent to training, education, skills and experience are maintained as per the procedure for control of records

**Stylish Advanced Décor** Has established, implemented and maintained a procedure on Competence, Training & Awareness to train employees at each relevant function and level to ensure that they are aware of the importance of EOHS Management system.

HR department is responsible for maintaining employee-training records. Appropriate records are monitored and reviewed on a scheduled basis. Dept. Heads determine the competency of an employee. It is ensured that personnel who perform tasks, which can cause Significant Environmental Impacts / OH&S Risks, are competent for the specified tasks. The competence is ensured through appropriate education, training and/or experience. Appropriate training is also provided to the suppliers and contractors to comply with standard requirements

**Stylish Advanced Décor** Employees at each relevant function and level are made aware of:

- The importance of conformity with IMS Policy, procedures and with other requirements of Environmental, Occupational Health & Safety Management System.
- The Significant Environmental Impacts and OH&S Risks, both actual and potential in their working area and the environmental benefits of improved personal performance.
- OH&S consequences, actual or potential of their work activities & OH&S benefits for improved personnel performance.
- Their roles and responsibilities in achieving conformity with the EOHS policy and procedures and with the requirements of the EOHS Management System, including Emergency Preparedness and Response.
- Potential consequences of departure from the specific operating procedures / Instructions.
- Training procedure is also taken into account of differing levels of responsibility, ability, language, skills & literacy & risk involved in work place.

HR maintains appropriate records of education, training, skills and experience.

**Reference Documents:**

QF-HR-001 - Training Calendar

QF-HR-002 - Training Feedback Form

QF-HR-003 - Induction Training Checklist

QF-HR-004 - Roles, Responsibilities & Authority

**6.4 Infrastructure:**

(Clause ref 6.3 of ISO 9001:2008)

**Stylish Advanced Décor** will identify, provide and maintain the facilities needed to achieve conformance to product requirements.

This will include:

- Buildings, Workspace and Associated utilities.

- Process Equipment, both Hardware and Software.
- Transport and Communication or information system facilities.

## 6.5 Work Environment:

(Clause ref 6.4 of ISO 9001:2008)

**Stylish Advanced Décor** determines and manages the work environment needed to achieve conformity to service / product requirements. It also includes safety rules; ergonomics, work place location and facilities for their personnel, as per these are essential for providing better services to enhance customer satisfaction.

Note: The term “work environment” relates to those conditions under which work is performed including physical, environment and other factors (such as noise, temperature, humidity, lighting or weather).

## **PRODUCT REALIZATION**

### 7.0 Product Realization:

#### 7.1 Planning of product realization:

(Clause ref 7.1 of ISO 9001:2008 & 4.4.6 OF ISO 14001:2004 & OHSAS 18001:2007)

While planning the processes for realization, **Stylish Advanced Décor** will ensure that it is consistent with the other requirements of the Quality Management System and determines the following, as appropriate:

- IMS Objectives and requirements for the product / Project as per the customer's / statutory / regulatory requirements.
- The need to establish processes and documentation and to provide resources specific to the project.
- Verification, Validation, Monitoring, measurement, Inspection and Test activities and the criteria for acceptability.
- Records those are necessary to provide evidence that the realization process and resulting product fulfill requirements.

The above are addressed in Integrated Management System before starting the Product Realization Process.

#### Operational Control:

(Clause ref 4.4.6 ISO 14001:2004 & OHSAS 18001:2007)

**Stylish Advanced Décor** has established, implemented & maintained a documented Procedure on Operational Control for operations and activities that are associated with identified significant impacts / Risks where control methods need to be applied. These activities are carried out under specified conditions by:

- Establishing, implementing and maintaining operational control procedure to control situations where their absence could lead to deviations from the IMS policy, objectives and targets.
- Controls related to purchased goods, equipment and services.
- Controls related to contractors and other visitors to the work place.
- Stipulating Operating criteria in the operational control procedures / monitoring plans.

Establishing, implementing and maintaining procedures related to the identified significant aspects / risks of activities, products & services of **Stylish Advanced Decor**, and communicating relevant procedures and requirements to suppliers and contractors.

### **Reference Documents:**

#### **Procedure for Operational Control**

#### **7.1 Customer - related process:**

(Clause ref 7.2 of ISO 9001:2008)

#### **7.1.1 Determination of requirements related to the product:**

(Clause ref 7.2.1 of ISO 9001:2008 Clause ref 4.3.1 & 4.3.2 of ISO 14001:2004, OHASA 18001:2007)

The Organization determines the

- Requirements specified by the customer, including the requirements for delivery and post-delivery activity.
- Requirements not provided by the customer but necessary for specified use or known and intended use.
- Statutory, and regulatory, & Safety requirements applicable to the product and also any additional requirements.
- Any additional requirements considered necessary by the organization.

Post-delivery activities such as actions under warranty provisions, contractual obligations such as services if any will be considered and clarified during enquiry stage. The above requirements are identified during the Enquiry Review stage.

Environmental Aspects / Hazards identification, risk assessment and determining control:

(Clause ref 4.3.1 of ISO 14001:2004 & OHASA 18001:2007)

**Stylish Advanced Décor** has established, implemented and maintained a procedure for Identification & Evaluation of Environmental Aspects for all activities, products & services within its defined scope, which



the organization can control and over which it can have an influence, and determine those aspects, which have significant Impacts.

**Stylish Advanced Décor** has established implemented & maintained procedures for identification of ongoing hazards under specified conditions, methodology of risk assessment & determining control methods by considering hierarchy is briefed in Hazard identification, risk assessment & determining controls.

Identification of aspects / hazards shall include normal or routine activities, abnormal or non-routine activities and activities of all personnel having access to the work place including sub-contractors, visitors and interested parties. Start-up and shutdown conditions as well as Emergency conditions are considered while identifying actual and potential Environmental Aspects and Hazards. Identification of Environmental Aspects and OH&S Hazards has also taken into account the inputs & outputs associated with its relevant past activities, products & services, planned or new developments and new or modified activities, products & services.

**Stylish Advanced Décor** ensures that the results of assessment of Aspects and hazards and their controls are considered while setting IMS objectives and establishment, implementation of IMS management system. The results of assessments are kept up-to-date. Core Team Members review aspects / hazards at least once in a year or whenever there is a new /modified process or change in process or activity at **Stylish Advanced Decor**.

Legal and Other Requirements:

(Clause ref 4.3.2 of ISO 14001:2004 & OHASA 18001:2007)

**Stylish Advanced Décor** has established, implemented & maintained a procedure for identifying, evaluating, updating & accessing the applicable EOHS Legal and Other Requirements.

This includes all EOHS legal and other requirements to which the organization subscribes,

Applicable EOHS legal requirements are identified and accessed by the Legal team and communicated by Legal Team in the management review meeting.

Relevant OH&S Legal & Other Requirements are communicated to the person working under the control of **Stylish Advanced Décor** & relevant interested parties. Details of communications are addressed in the procedure for Communication, Participation and Consultation. This includes all EOHS laws and other requirements to which the organization subscribes.

Applicable EOHS Legal & Other requirements are taken into account in establishment, implementation & maintenance of Environmental & OH&S management system.

Reference Documents:

QF-SAL-004 - List of Customer Drawings

Procedure for Identification & Evaluation of Environmental Aspects

Procedure for Communication, Participation and Consultation

**7.2.2 Review of requirements related to the product /Project:**

(Clause ref 7.2.2 of ISO 9001:2008, 4.3.1 of ISO 14001:2004 & OHSAS 18001:2007)

The organization ensures the review of the customer requirements related to the product before its commitment to supply a product to the customer.

- (a) Product / Project requirements are defined.
- (b) Where the customer provides no documented statement of requirement, the customer requirements are confirmed before acceptance.
- (c) Contract or order requirements differing from those in the trend or quotation are resolved.
- (d) Organization has the ability to meet the defined requirements.

Where Product / Project requirements are changed, the organization ensures that the relevant documentation is amended and relevant personal are made aware of the changed requirements.

### 7.2.3 Customer Communication:

(Clause ref 7.2.3 of ISO 9001:2008)

The organization determines and implements the arrangements for effective communication with customer relating to:

- a) Project information
- b) Enquiries, Contracts or Handling, Including amendments.
- c) 4Customer Feedback including customer complaints.

#### Reference Documents:

QF-SAL-004 - List of Customer Drawings

QF-SAL-003 - Customer Feedback Form

QF-SAL-001 - Customer Complaint Register

## 7.3 DESIGN AND DEVELOPMENT

### 7.3.1 DESIGN AND DEVELOPMENT PLANNING

The management has defined, implemented and maintained the necessary design and development process to satisfy the needs and expectations of the customers. **Stylish Advanced Décor** plans and controls the design and development of the product. During Planning of design and development the organization determine

The design and development stages.

The need for review, verification and validation that are appropriate to each design and development stage, and

The management assigns responsibilities and authorities for design and development.

**Stylish Advanced Décor** and Management ensure the interfaces between different groups involved in design and development to ensure the effective communication and clear assignment of responsibility. Records shall be maintained to provide the evidence for the necessary planning output, as the design and development progresses.

### 7.3.2 DESIGN AND DEVELOPMENT INPUTS

The management and organization also identifies the Inputs relating to product requirements and facilitate effective and efficient process performance to satisfy the customer needs and expectations. Input relating to product requirements shall be determined and records are maintained. These inputs for design and development includes,

Functional and performance requirement,

The managements ensures the applicable statutory and regulatory requirements for the products,

Where applicable, information derived from previous similar designs, and

Other requirements such as to derive necessary policies and objectives for the organization, the necessary resource needed which are essential for design and development.

The inputs shall be reviewed for adequacy. Requirements shall be complete, unambiguous and not in conflict with each other.

### 7.3.3 DESIGN AND DEVELOPMENT OUTPUTS

The outputs of design and development includes information to enable verification and validation against the design and development input and shall be approved prior to release.

Design and development outputs shall

Meet the input requirements for design and development,

Provide appropriate information for purchasing, production and service provision, Contain or reference product acceptance criteria, and specify the characteristics of the product that are essential for its safe and proper use. Information for production and service provision can include details for the preservation of product.

### 7.3.4 DESIGN AND DEVELOPMENT REVIEW

The management assigns the appropriate people to manage and conduct systematic reviews to determine that design and development objectives are achieved. At suitable stages, the management also undertakes systematic reviews of design and development outputs are performed in accordance with planned arrangements. The management

Evaluates the ability of the results of design and development to meet customer requirements, and

Identify any problems and propose necessary corrective actions for design and development process improvement.

Records of the results of the reviews and any necessary actions shall be maintained.

### 7.3.5 DESIGN AND DEVELOPMENT VERIFICATION

**Stylish Advanced Décor** performs the Verification in accordance with planned arrangements to ensure that the design and development outputs have met the design and development input requirements in order to satisfy the needs and expectations of customer. Records of the results of the verification and any necessary actions shall be maintained.

### 7.3.6 DESIGN AND DEVELOPMENT VALIDATION

**Stylish Advanced Décor** shall perform Design and development validation in accordance with planned arrangements to ensure that the resulting product is capable of meeting requirements for the specified application or intended use where known. Wherever practicable, validation shall be completed prior to the

delivery or implementation of the product. Records of the results of validation and any necessary actions shall be maintained.

### 7.3.7 CONTROL OF DESIGN AND DEVELOPMENT CHANGES

The management shall give the sufficient data through verification and validation activities. If Design and development changes are identified then the necessary changes are reviewed, verified and validated and approved before implementation. The review of design and development changes shall include evaluation of the effect of the changes on constituent parts and product already delivered. Records of the results of the review of changes and any necessary actions shall be maintained.

## 7.4 Purchasing:

### 7.4.1 Purchasing Process:

(Clause ref 7.4.1 of ISO 9001:2008)

**Stylish Advanced Décor** will ensure that the purchased products are conformed to the specified purchase requirements.

**Stylish Advanced Décor** will evaluate and select the suppliers based on their ability to supply product in accordance with specified requirements. The type and extent of control is dependent on the effect on subsequent realization processes and their output.

The criteria for selection and evaluation are established and documented as Selection, Evaluation by using supplier registration forms, approved supplier list and Rating of Suppliers using the supplier control registers.

#### Reference Documents:

QF-PUR-001 - Supplier Selection Form

QF-PUR-002 - Approved Supplier List

QF-PUR-003 - Supplier Performance Evaluation Form

### 7.4.2 Purchasing Information:

(Clause ref 7.4.2 of ISO 9001:2008)

Purchase Documents contain information clearly describing the product to be purchased, including wherever appropriate,

- (a) Requirements for approval of product, procedures, processes and equipment
- (b) Requirements for qualification of personnel
- (c) Quality Management System Requirements

**Stylish Advanced Décor** will ensure the adequacy of specified requirements contained in the purchasing documents prior to release to the supplier.

### 7.4.3 Verification of Purchased Product

(Clause ref 7.4.3 of ISO 9001:2008)

**Stylish Advanced Décor** will make necessary arrangements for intended verification and method of product release in the purchasing information.

## **7.5 Production and Service provision:**

### **7.5.1 Control of production and Service Provision**

(Clause ref 7.5.1 of ISO 9001:2008)

**Stylish Advanced Décor** plans and carries out production / service provision under controlled condition, which Includes as applicable

- (a) The availability of information that describes the characteristics of the product.
- (b) The availability of work instructions
- (c) The use and maintenance of suitable equipment
- (d) The availability and use of monitoring and measuring equipment,
- (e) The implementation of monitoring and measurement
- (f) The implementation of product / service release, delivery and applicable post-delivery activities

The procedure for planning, process control and Maintenance are described in the Quality Procedure manual. The records pertaining to these are maintained as per Procedure for control of records.

### **7.5.2 Validation of production processes:**

(Clause ref 7.5.2 of ISO 9001:2008)

**Stylish Advanced Décor** are the service providers with limited scope wherever quality service applies concern to attend repair.

### **7.5.3 Identification and Traceability:**

(Clause ref 7.5.3 of ISO 9001:2008)

Where applicable, **Stylish Advanced Décor** Identifies products, documents and standards by suitable means throughout product realization. **Stylish Advanced Décor** will identify the Product status with respect to monitoring and measurement requirements. Where Traceability is a requirement, **Stylish Advanced Décor** controls and Records the unique identification of the product.

### **7.5.4 Customer Property:**

(Clause ref 7.5.4 of ISO 9001:2008)

Customer property at **Stylish Advanced Décor** is confidential information about a customer, specifications, drawings and other project related information. All the information is identified, verified,



protected and maintained. If there is any loss or damage of customer property, they will be immediately informed and the related records are maintained.

#### **7.5.5 Preservation of Product:**

(Clause ref 7.5.5 of ISO 9001:2008)

**Stylish Advanced Décor** preserves product during internal processing and delivery to the Intended Destination in order to maintain conformity to requirements as applicable. This includes identification, handling, packaging, storage and protection. **Stylish Advanced Décor** also preserves the constituent parts of the product, if required.

#### **7.6 Control of monitoring and measuring equipment:**

(Clause ref 7.6 of ISO 9001:2008, Clause ref 4.5.1 of ISO 14001:2004 & OHSAS 18001:2007)

**Stylish Advanced Décor** has ensured that the monitoring and measurement to be undertaken and the monitoring and measuring equipment needed to provide evidence of conformity of product are determined.

**Stylish Advanced Décor** has ensured that monitoring & measurement is carried out in a manner that is consistent with the monitoring and measurement requirements.

Where applicable, measuring and monitoring equipment's are

- (a) Calibrated or verified at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; where no such standards exist, the basis used for calibration are to be recorded.
- (b) Safeguarded from adjustments that would invalidate the calibration
- (c) Have identification in order to determine its calibration status;
- (d) Safeguarded from adjustments that would invalidate the measurement result
- (e) Protected from damage and deterioration during handling, maintenance and storage

#### Reference Documents:

QF-MAIN-001 - List of Equipment's

## **MEASUREMENT, ANALYSIS AND IMPROVEMENT**

### **8.0 Measurement, Analysis and Improvement:**

#### **8.1 General:**

(Clause ref 8.1 of ISO 9001:2008)

**Stylish Advanced Décor** planned to implement the monitoring, measurement, analysis and improvement process needed and the objective is:

- To Demonstrate the conformity of the Product / Project to requirements
- To ensure the conformity of the quality management system
- To continually improve the effectiveness of the quality management system

The following activities are identified on which the status is monitored.

- Internal Audit and External Audit status
- Service Performance / Project status
- Customer Feedback

## 8.2 Monitoring and Measurement:

(Clause ref 8.2 of ISO 9001:2008, Clause ref 4.5.1 of ISO 14001:2004 & OHSAS 18001:2007))

Performance Measurement & Monitoring

**Stylish Advanced Décor**, has established, implemented & maintained a procedure for Performance measurement and monitoring to monitor and measure the key characteristics of operations that can have a significant impact on the EOHS performance on a regular basis.

Performance measurement and monitoring procedure include qualitative & quantitative measure, status of objectives and targets, controls related to monitoring the effectiveness of EOHS performance, proactive control measures and reactive control measures and recording of data & results.

The procedure provides reference to monitoring plans established for monitoring characteristics and controls at identified areas and monitoring of objectives & targets. Monitoring program includes proactive measures & periodical evaluation of compliance with relevant EOH&S Legislation and other requirements as addressed in the procedure. This procedure also defines the reactive measures of performance to monitor accidents, ill health, incidents (including near misses) & OH&S performance.

Reference Documents:

Procedure for Performance measurement and monitoring

### 8.2.1 Customer Satisfaction:

(Clause ref 8.2.1 of ISO 9001:2008)

Customer feedbacks (both negative & positive) are sought for to analyze the customer satisfaction and appropriate steps are taken to eliminate customer dissatisfaction/complaints to improve the management system, activities and customer service. The record of analysis & corrective actions are maintained.

Reference Documents:

QF-SAL-003 - Customer Feedback Form

**8.2.2 Internal Audit:**

(Clause ref 8.2.2 of ISO 9001:2008, Clause ref 4.5.5 of ISO 14001:2004 & OHSAS 18001:2007)

To establish a system for internal audit to determine whether the Quality, Environmental & Occupational Health & Safety management system conforms to the requirements and it has been effectively implemented and maintained.

- (a) The purpose of the internal audit is to determine whether:
  - The established QMS conforms to ISO 9001:2008, ISO 14001:2004 & OHSAS 18001:2007
  - The Integrated management system has been effectively implemented and maintained
  - The internal audit process is based on the status and importance of the activities, areas or items to be audited, and the results of previous audits.
- (b) The internal audit process includes:
  - Planning and scheduling the specific activities, areas or items to be audited
  - Assigning trained personnel independent of those performing work being audited;
  - Ensuring free and independent audit (Auditors shall not audit their own area).
- (c) **Stylish Advanced Décor** will record the result of the internal audits including
  - Activities, areas, and processes audits;
  - Non conformities or deficiencies found;

The result of the internal audit is communicated to the area audited. The management personnel responsible for the area audited takes timely corrective action on the non-conformities recorded.

Follow up actions include the verification of the implementation of corrective action, and the reporting of verification results.

The management responsible for the area being audited shall ensure that any necessary corrections and corrective actions are taken without undue delay to eliminate detected nonconformities and their causes and records maintained

The responsibility and requirement of audit is described in the process and results of internal audits are reviewed in the Management review Meetings.

Reference Documents:

Procedure for Internal Audit

QF-IA-001 - Internal Audit Plan  
 QF-IA-002 - Internal Audit Schedule  
 QF-IA-003 - Internal Audit Conformance Report  
 QF-IA-004 - Internal Audit Corrective Action Report

### 8.2.3 Monitoring and Measurement of processes:

(Clause ref 8.2.3 of ISO 9001:2008)

**Stylish Advanced Décor** adopts suitable methods for Monitoring and where applicable Measurement of the quality Management system processes. These methods demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction and corrective action are planned and taken as appropriate to ensure conformity of the product/project.

When determining suitable methods, organization consider the type and extent of monitoring or measurement appropriate to each of its processes in relation to their impact on the conformity to product requirements and the effectiveness of the QMS

Evaluation of Compliance:

(Clause ref 4.5.2 of ISO 14001:2004 & OHSAS 18001:2007)

A systematic periodical evaluation of EOHS legal requirements & other requirements applicable to the organization are established, implemented & maintained in the company. The procedure for carrying out the evaluation is defined in the Evaluation of compliance. The evaluation is carried out by the legal team & associated records of the compliance are maintained. The frequency of periodic evaluation may vary for differing legal & other requirement.

### 8.2.4 Monitoring and Measurement of product/project:

(Clause ref 8.2.4 of ISO 9001:2008)

**Stylish Advanced Décor** monitors and measures the characteristic of the service to verify that the service requirements have been met. This is done appropriate stages of the services realization process in accordance with planned arrangements.

Evidence of conformity with the acceptance criteria is maintained and records clearly identified the person responsible for release of products. Release of the product and delivery of service to the customer will not proceed until the planned arrangements have been completed satisfactory, unless otherwise approved by the department head / GM on consultation with the client.

The processes are control and monitor as per Service Provision Procedure.

A procedure has been laid down for monitoring and measuring the actual performance against the organization's QMS objectives and targets in the areas of management system, resource management and operational processes. This includes evaluation of compliance with relevant Health & Safety legislation and regulations.

The results are analyzed to determine the areas of success and to identify areas requiring corrective action and improvement on the basis of performance indicators, which have been laid down in the relevant Management Programs

## 8.3 Control of nonconforming product:

(Clause ref 8.3 of ISO 9001:2008)

**Stylish Advanced Décor** has established a system for control of non-conformity to ensure that Products, which do not conform to requirements, is identified and controlled to prevent unintended use or delivery.

**Stylish Advanced Décor** handles the Nonconforming product by one or more of the following ways:

- a) By taking action to eliminate the detected non conformity
- b) By authorizing its used, release or acceptance under concession by a relevant authority and where applicable by the customer.
- c) By taking action to preclude, its original intended use or application.
- d) By taking action appropriate to the effects, or potential effects, of the nonconformity when nonconforming product is detected after delivery or use has started.

When non-conformity is detected after delivery or use, appropriate action is taken regarding the consequences of the nonconformity.

Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained, shall be maintained

The procedure for control of nonconforming products is described in the procedure manual. Records pertaining to this are maintained as per procedure for Control of Records.

Incident investigation & EOHS Nonconformity:

(Clause ref 4.5.3 of ISO 14001:2004 & OHSAS 18001:2007)

**Stylish Advanced Décor** has established, implemented & maintained a procedure for Incident investigation, Nonconformity, Corrective Action and Preventive actions.

**Stylish Advanced Décor** involves workers in incident investigation to determine deficiencies in OH&S management system to identify the needs for corrective action & identify opportunities for preventive action also for continual improvement. Incident investigation shall be performed in a timely manner by involving workers & contract workmen. Results of investigations documented and maintained.

**Stylish Advanced Décor** has defined responsibility and authority for handling and investigating incidents & non-conformances, for taking actions to mitigate their environmental impacts & consequences arising from accidents, incidents or non-conformities, and for initiating and completing corrective and preventive actions.

Any changes to EOHS Management system based on the results of corrective action & preventive action are implemented through Hazard identification & risk assessment prior to implementation of such changes. Summary report of corrective and preventive actions is presented to the management for review.

Emergency Preparedness and Response

(Clause ref 4.4.7 of ISO 14001:2004 & OHSAS 18001:2007)

**Stylish Advanced Décor** has established, implemented and maintained a procedure on Emergency Preparedness and response to identify potential emergency situations, potential incidents and respond to them, for preventing and mitigating the environmental impacts / likely illness & injury that are associated with them.

Emergency Response Team (ERT) comprising of members from various departments will review and revise the Onsite emergency manual, after the occurrence of incidents or Emergency situations & after conduct mock drill. Mock Drills are conducted for testing the emergency preparedness and response according to a schedule established by Safety Officer

Mock Drills are conducted by involving relevant interested parties, neighbours & emergency services wherever practicable for testing emergency preparedness and response.

#### **8.4 Analysis of data:** (Clause ref 8.4 of ISO 9001:2008)

**Stylish Advanced Décor** will collect and analyze appropriate data to determine the suitability and effectiveness of the quality management system and identify improvements that can be made. This includes data generated by measuring and monitoring activities and other relevant source.

**Stylish Advanced Décor** will provide the analysis of data relating to:

- a) Customer Satisfaction
- b) Services provided
- c) Characteristics and trends of processes and services including opportunities for preventive action.
- d) Supplier Performance
- e) Customer Complaints
- f) Internal Audit Results

Wherever possible, analysis of data is demonstrated through graphical representation and displayed in concerned functional areas aiming to be known to all employees.

#### **8.5 Improvement:**

##### **8.5.1 Continual improvement:**

(Clause ref 8.5.1 of ISO 9001:2008, Clause ref 4.3.3 of ISO 14001:2004 & OHSAS 18001:2007)

**Stylish Advanced Décor** will continually improve the effectiveness of the integrated management system using the IMS policy, objectives, audit results, analysis of data, corrective and preventive action, and management review.

##### **8.5.2 Corrective Action:**

(Clause ref 8.5.2 of ISO 9001:2008, Clause ref 4.5.3 of ISO 14001:2004 & OHSAS 18001:2007)



**Stylish Advanced Décor** will take action eliminate the cause of detected nonconformities in order to prevent its recurrence. Corrective action is appropriate to the effects of the nonconformance encountered.

Documented Process is described below to define requirements for:

- a) Reviewing Non conformities (Including Customer Complaints)
- b) Determining the cause of non-conformities
- c) Evaluating the need for actions to ensure that nonconformities do not recur,
- d) Determining and implementing the corrective action needed,
- e) Record of the results of action taken
- f) Reviewing the effectiveness of the corrective action taken.

#### **8.5.3.1 Preventive Action:**

(Clause ref 8.5.3 of ISO 9001:2008, Clause ref 4.5.3 of ISO 14001:2004 & OHSAS 18001:2007)

**Stylish Advanced Décor** will determine action to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive action will be appropriate to the effects of the potential problems.

Documented Procedure is described below for preventive action including requirements for:

- a) Determining Potential Non conformities and their causes
- b) Evaluating the need for actions to prevent occurrence of nonconformities,
- c) Determining and implementing the action needed,
- d) Record of the results of action taken
- e) Reviewing the effectiveness of the preventive action taken

The records pertaining to the corrective action and preventive action is maintained as per procedure for control of Records

Reference: Procedure for Corrective Action and Preventive action (IM














## MANAGEMENT

MANAGING DIRECTOR	UAE LOCAL	MASOOD GHARIB
CEO	LEBANON	MOHAMMED ALTI
PROJECT MANAGER	BANGLADESH	RUSTOM
ACCOUNTANTS	PHILIPPINE	EVA
ENGINEER	LEBANON	MOHAMMED GHAZZAWI
OFFICE MANAGER	BANGLADESH	MOHAMMED NAZIM
QUALITY CONTROLER	LEBANON	WAHID

## Interiors Team

PROJECT MANAGER		
ENGINEER	1	Person
FORMAN	3	Person
SUPERVISOR	2	Person
WOOD CARPENTER	8	Person
MASION	6	Person
GYPSUM CARPENTER	10	Person
GLASS WORKER	5	Person
WALL PAPER		
TECHINICIAN	3	Person
PAINTER	6	Person
HELPER	18	Person
SUPERVISOR	2	Person
DRIVER	3	Person

## TOOL & EQUIPMENT

 PICKUP-	2
 PICKUP-1TOR	1
 CAR	3
 DRILL MACHINE	7
 CATTER MACHINE	3
 HAMMER DRILL	10
 HILTY	5
 GRAINDER BIG	3
 GRAINDER SMALL	3
 TOOL BOX	9
 EXTENTION ROLL-IN	7
 HAMMER	16
 NIFE	10
 CUTTER BLADE	5
 WITH OTHER TOOLS	lots