

**ENVIRONMENTAL MANAGEMENT  
PROCEDURE FOR  
NON-CONFORMITIES, CORRECTIVE  
AND PREVENTATIVE ACTIONS**

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## 1. APPROVAL

[illegible]

## 2. PURPOSE

The purpose of this procedure is to establish the process for identifying, documenting and analyzing non-conformities and mitigating their impacts by applying appropriate corrective or preventative actions.

Records of actions, including assignment of responsibility and appropriate timeframes will be maintained for non-conformities in products, services or processes. This allows for the tracking of action status until corrected, closed out and verified as effective.

## 3. SCOPE

This procedure applies to all non-conforming products, services or processes in any aspect of our environmental management system.

- Processes producing negative results and defective outputs.
- Products received from suppliers which are found to be non-conforming.
- A product or service provided from an external source that does not comply with the requirements of the purchase order and/or contract.
- Processes that may be identified as being non-conforming.

## 4. TERMS AND DEFINITIONS

Term	Definition
<b>Audit</b>	A systematic, independent and documented process for obtaining evidence of conformity to a set of standards and evaluating it to determine the extent of compliance.
<b>Corrective Action</b>	An action to eliminate and control the cause of an identified non-conformance to the environmental management system.
<b>Environmental Assurance</b>	A part of environmental management that is focused on providing confidence that environmental requirements are fulfilled.
<b>Inspection (ITP)</b>	A document detailing a systematic approach to inspecting and testing a system, service or product.
<b>Non-Conformance Report (NCR)</b>	A report that documents the details of a non-conformance identified in an audit or other process review.
<b>Process</b>	A set of interrelated or interacting activities which uses inputs to deliver outputs.

## 5. ROLES AND RESPONSIBILITIES

**Managers** are responsible for:

- Determining the root cause of non-conformities.