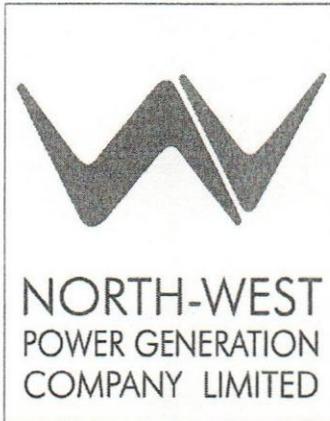


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IMS MANUAL of

**NORTH-WEST POWER GENERATION
COMPANY LIMITED**



NORTH-WEST POWER GENERATION COMPANY LIMITED

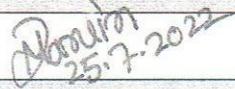
MASTER PROCEDURE
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1.0 APPROVAL OF THE DOCUMENT:

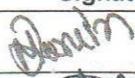
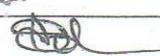
	Name	Designation	Date and Signature
Reviewed by	Mashuda Parvin	CMR (ISO implementation Committee) & Manager (EHS)	 25.7.2022
Approved By	Md. Abdus Samad	Convener (ISO implementation Committee) & Executive Director (Engineering)	

1.2 LIST OF DISTRIBUTION:

- Executive Director (Engineering)
- CMR
- **Chief Engineer (Sirajganj Power Station)/ PMR**
- Plant Manager (Khulna)
- Plant Manager (Bheramara)
- **Plant Manager (Madhumati)**
- GM (HR & Admin.)
- **PMR (Bheramara)**
- **PMR (Khulna)**
- **PMR (Madhumati)**
- SE (Procurement)

1.3 REVISION HISTORY:

Amend. No.	Revision No.	Effective Date	Change Summary
00	00	25.04.2018	Previous IMS manual is declared obsolete and this document has been developed as fresh/new copy.
01	01	21.05.2019	Approval Authority
02	01	21.05.2019	1.2 List of Distribution
03	01	21.05.2019	1.8 Company Profile
04	02	01.06.2020	1.2 List of Distribution 3.3 Abbreviations
05	03	18.05.2022	1.8 Company Profile 4.3 The Scope of The IMS

	Name	Designation	Signature
Reviewed by	Mashuda Parvin	CMR (ISO implementation Committee) & Manager (EHS)	
Approved by	Md. Abdus Samad	Convener (ISO implementation Committee) & Executive Director (Engineering)	



**NORTH-WEST POWER GENERATION
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06	04	25.07.2022	3.3 Terms, Definitions & Abbreviations
----	----	------------	----------------------------------------

1.4 FOREWORD

This Integrated Management System Manual describes the measures that are essential for various activities of **NWPGCL** to comply with and continually improve upon the requirements of **ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018**. All employees are requested to implement Company's Policy & objectives to ensure that Quality of Power be supplied to the entire satisfaction of the customer including a concern towards the environment for society.

I, herewith, entrust all the employees of **NWPGCL** to follow the measures stipulated in the Integrated Management System Manual while executing related tasks and to actively co-operate and contribute in realizing the set management objectives and their key performance indicators.

**EXECUTIVE DIRECTOR
(ENGINEERING)**

	Name	Designation	Signature
Reviewed by	Mashuda Parvin	CMR (ISO implementation Committee) & Manager (EHS)	
Approved by	Md. Abdus Samad	Convener (ISO implementation Committee) & Executive Director (Engineering)	



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1.5 INTRODUCTION TO MANUAL

This Integrated Management System Manual (Master Procedure) describes the management systems adopted by **North West Power Generation Co. Ltd, Bangladesh (hence forth referred as NWPGL)**. The manual includes:

- The scope of Integrated Management System including details and justification for exclusions.
- Reference to the Process Approaches / Procedures established for IMS.
- Description of interaction between the processes of the IMS.
- Reference of forms and document presently used in the NWPGL.

The IMS has been formulated on the basis of **ISO 9001:2015** Quality Management Systems, **ISO 14001:2015** Environmental Management Systems and **ISO 45001:2018** Occupational Health & Safety Management System.

1.6 CONTROLLING OF MANUAL

The Corporate Management Representative (CMR) is authorized to execute the activities of preparing, issuing, maintaining and amending the IMS Manual. The Manual is controlled through hard copy distribution.

CMR also maintains a hard copy of the Integrated Management System Manual. All hard copies, issued as per distribution list, bear a stamp in red color "**CONTROLLED COPY**" on each page of the manual.

Apart from the controlled copies, as per the distribution list, any additional copy of manual, if required, is issued only by the CMR and such copies of the manual are stamped "Uncontrolled Document". These uncontrolled copies do not come under the purview of document control and are not used within **NWPGL**.

List 'given' at Step 2.0 of the manual is used as reference while issuing Integrated Management System Manual. The distribution records are maintained.

1.7 MANUAL AMENDMENT CONTROL

As and when required, the IMS Manual is reviewed by CMR, in consultation with the concerned personnel, and revised, if needed. Each revision is formally released by the issue of revised chapter (s) to all copy holders. The amendment sheets are available with each controlled copy of the manual. A new / next edition of the manual is issued after 20 (twenty) amendments.

One copy of the obsolete chapter(s) for the current edition as well as previous obsolete edition (s) are retained by the CMR.

Amendment summary is sent to all concerned through e-mail for information.

	Name	Designation	Signature
Reviewed by	Mashuda Parvin	CMR (ISO implementation Committee) & Manager (EHS)	
Approved by	Md. Abdus Samad	Convener (ISO implementation Committee) & Executive Director (Engineering)	



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1.8 COMPANY PROFILE

Electricity is the driving force of modern civilization as well as the back-bone of all development activities of the country. But the present generation capacity of the country is not sufficient enough to meet the prevailing demand which is also increasing at a faster rate. Therefore, to support the development activities of the country more power plants needs to be built. In spite of this, the Government is committed to provide electricity for all by 2020. To cope-up with the growing load demand as well as to comply with the Government policy, more electricity needs to be generated.

In pursuance of the above, with a view to meeting the growing demand of electricity in the North-West region of the country, North-West Power Generation Company Limited (NWPGL) has been formed, incorporated and registered in August, 2007 under the framework of the Government Power Sector Reforms Policy and the provision of the Companies Act, 1994. The nature of the company is public limited and main business line is electricity generation. The Company has primarily started its functioning with Khulna 150 MW Peaking Power Plant Project, Sirajganj 150 MW Peaking Power Plant Project and Bheramara 360 MW Combined Cycle Power Development Project.

NWPGL has already implemented seven power plants. Three in Sirajganj, each having capacity of 225 MW; one is Sirajganj 7.6 MW Grid Connected Solar Photovoltaic Power Plant; one is in Khulna having capacity of 225 MW; one is Madhumati having capacity of 100 MW and another is in Bheramara with a capacity of 410 MW. Current installed capacity of NWPGL is 3063 MW. The Company is also implementing several power plant projects at this moment. By year 2030, total estimated generation capacity of the Company will be more than 9000 MW.

NWPGL already received few awards as the recognition of its continuous pursuit for excellence. Some award and achievements are listed below:

1. Sirajganj 225 MW Combined Cycle Power Plant Project (1st Unit) wins the Best Power Plant Project Award at Power & Energy Fair-2015.
2. Sirajganj 225 MW Combined Cycle Power Plant (1st Unit) was also awarded as the Best Power Unit in Electricity Fair-2014.
3. The Project Director of Upgradation of Sirajganj 150 MW PPP to 225 MW CCPP Projects received Best Project Director award in 2014.
4. Khulna 150 MW Peaking Power Plant Project and Sirajganj 150 MW Peaking Power Plant Project received ADB's Best Power Plant Project in 2013.
5. Japan International Co-operation Agency (JICA) provided an appreciation letter to NWPGL for the outstanding performance in procuring the EPC contractor in a very fast manner compared to similar projects in Bangladesh.

The Company wishes to become an emerging power generation utility with a strong brand and reliability; also to be a company that achieves excellence in service, quality, reliability, safety and customer care.

2.0 REFERENCES

The List of References which includes Standards, Procedures/ Processes and applicable Product and EHS Regulatory Requirements used in developing and implementing the systems is given below:

	Name	Designation	Signature
Reviewed by	Mashuda Parvin	CMR (ISO implementation Committee) & Manager (EHS)	
Approved by	Md. Abdus Samad	Convener (ISO implementation Committee) & Executive Director (Engineering)	



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2.1 Standards:

- ISO 9001:2015_Quality Management Systems-requirements
- ISO 14001:2015_Environment Management Systems-requirements
- ISO 45001:2018_Occupational Health & Safety Management System - requirements

2.2 Regulatory Requirements related to Product/service:

Bangladesh Energy Regulatory Commission (BERC) Act 2003.

2.3 EHS Regulatory Requirements

NWPGCL maintains a **Legal Register** which includes all applicable Legal and Other Requirements related to Environment, Occupational Health and Safety.

2.4 Referenced Procedures / Other Documents

A list of Referenced Procedures/ Processes/Forms with their Titles and related documents is maintained at NW-DH-QHSE-F-001 and NW-DH-QHSE-F-002

3.0 TERMS, DEFINITIONS & ABBREVIATIONS

In Integrated Management System Manual and related procedures / instructions, following terms / definitions and abbreviations have been used:

3.1 Terms :

- Company : **NWPGCL**
- Supplier : One who is providing materials and Services to **NWPGCL**.
- Customer : Bangladesh Power Development Board and Interested Parties including Government Regulatory Bodies.

3.2 Definitions

It is recommended to use IMS standard as per ISO 9000:2015, ISO 14001:2015 and ISO 45001 Standards for detail definition. Abbreviations:

3-3

IMS	Integrated Management System	EAIA	Environmental Aspect Impact Analysis
ISO 9001	Quality Management System	HIRA	Hazard identification and Risk Assessment
ISO 14001	Environmental Management System	MR	Management Representative
ISO 45001	Health and Safety Management System	CMR	Corporate Management Representative

Name		Designation	Signature
Reviewed by	Mashuda Parvin	CMR (ISO implementation Committee) & Manager (EHS)	
Approved by	Md. Abdus Samad	Convener (ISO implementation Committee) & Executive Director (Engineering)	



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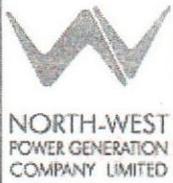
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IMT	Inspection Measuring & Test Equipment	PMR	Plant Management Representative
EHS	Environment Health & Safety	MP	Master procedure
OPN	Operations	PR	Procedure
EMD	Electrical Maintenance Department	HSE	Health , Safety and Environment
MMD	Mechanical Maintenance Department	DH	Dhaka office
I&C	Instrumentation & Control	BH	Bheramara Plant
WTP	Water Treatment Plant	SPS	Sirajganj Power Station
TRG	Training	KH	Khulna Plant
HR	Human Resource	F	Form
SC	System Coordinator	WI	Work Instruction
MNT	Maintenance	WR	Worker Representative
STR	Store	PROC	Procurement
MA	Madhumati Power Plant	<u>SOL</u>	<u>Sirajganj 7.6 MWp Grid Connected Solar PV Plant</u>

Note: The other abbreviations used in the procedures are detailed in the respective Procedures / Process Approaches.

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Approved by	Md. Abdus Samad	Convener (ISO implementation Committee) & Executive Director (Engineering)	



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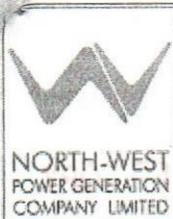
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4	Context of The Organization
4.1	Understanding the Organization and Its Context
	<p>NWPGCL has determined external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended result(s) of its quality, environment and health & safety management system.</p> <p>The external contexts are identified considering issues arising from legal, technological, competitive, market, cultural, social, and economic environments, whether international, national, regional or local etc.</p> <p>The internal contexts are identified considering issues related to values, culture knowledge and performance of the organization.</p> <p>NWPGCL monitors and reviews the information about these external and internal issues at six- month interval.</p> <p>Reference Document: NW-DH-QHSE-F-012</p>
4.2	Understanding the Needs And Expectations of Interested Parties And Workers
	<p>NWPGCL has identified the interested parties and the requirements of these interested parties that are relevant to the quality, health & Safety and Environment management system.</p> <p>NWPGCL has also identified needs and expectation of workers especially emphasis on OHSMS.</p> <p>NWPGCL also identified all compliance obligations.</p> <p>NWPGCL formally monitors and reviews the information about these interested parties and their relevant requirements at six-moth internal.</p> <p>Reference Document: NW-DH-QHSE-F-013</p>
4.3	The Scope of The IMS
	<p>NWPGCL has adopted Integrated Management Systems (IMS) based ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 and which specifies the requirements for a Quality Management System, Environmental Management Systems and Occupational Management Systems respectively in order to:</p> <p>The scope of implementation of the Integrated Management System covering the activities in the Corporate Office at Dhaka and plants at Sirajganj, Khulna, Bheramara and <u>Bagerhat</u> is given below:</p> <p>"Integrated Management Systems Related to ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 for Processes related to Generation of Electricity".</p> <p>Application Integrated Management Systems requirements laid down in International Standards ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 are applicable to the organization, except the following exclusions from which is given below:</p>

	Name	Designation	Signature
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Approved by	Md. Abdus Samad	Convener (ISO implementation Committee) & Executive Director (Engineering)	



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	EXCLUSIONS	<p>Design and Development: NWPGL is generating electricity and do not carry out design and development activities. Hence none of the requirements of Clause 8.3 of ISO 9001: 2015 is applicable to NWPGL.</p>
4.4	Quality Management System and Its Processes	<p>NWPGL has established, documented and implemented Integrated Management Systems. NWPGL maintains and continually improve the effectiveness of QMS, EMS and OHS in accordance with the requirements of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018,</p> <p>NWPGL has determined for its QMS</p> <ul style="list-style-type: none"> a) the inputs required and the outputs expected from these processes; b) the sequence and interaction of these processes; c) the criteria, methods, including measurements and related performance indicators needed to ensure the effective operation, and control of these processes; d) the resources needed and ensure their availability; e) the assignment of the responsibilities and authorities for these processes; f) the risks and opportunities in accordance with the requirements of 6.1, and plan and implement the appropriate actions to address them; g) the methods for monitoring, measuring, as appropriate, and evaluation of processes and, if needed, the changes to processes to ensure that they achieve intended results; h) opportunities for improvement of the processes and the quality management system. <p>The organization shall maintain documented information to the extent necessary to support the operation of processes and retain documented information to the extent necessary to have confidence that the processes are being carried out as planned.</p> <p>The process Interaction of NWPGL is given at Annexure 02.</p>
5	Leadership	
5.1	Leadership, Commitment and Worker Participation	
5.1.1	General	<p>Top management shall demonstrate leadership and commitment with respect to the QMS, EMS and OH&S management following the requirements of clause 5.1 described in the standard.</p>
5.1.2	Customer focus	<p>Top management of NWPGL has ensured that</p>

	Name	Designation	Signature
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Approved by	Md. Abdus Samad	Convener (ISO implementation Committee) & Executive Director (Engineering)	



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- a) customer requirements and applicable statutory and regulatory requirements are determined and met;
- b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;
- c) all statutory and regulatory requirements is maintained;
- d) the focus on enhancing customer satisfaction is maintained.

5.2 IMS Policy

The Top Management of NWPGL has defined **IMS Policy** ensuring that the same

- a) Is appropriate to the purpose, Environmental Aspects & Impacts, OHS Hazards & Risks and organizational goals of NWPGL,
- b) Provides a framework for establishing and reviewing IMS Objectives,
- c) Includes a commitment to comply with customer, legal & other requirements and continually improve the effectiveness of the Integrated Management Systems,
- d) Includes a commitment to Prevention of Pollution, Injury and Illness
- d) includes a commitment to continual improvement of the QHSE management system.

5.2.2 The Top Management of NWPGL has defined **IMS Policy** ensuring that the same

- a) is available as documented information;
- b) is communicated to all employees of NWPGL and is understood at all levels in NWPGL,
- c) is available to relevant interested parties, on request

The IMS Policy of NWPGL has been displayed at all strategic locations and also distributed to all employees. Regular Training Programs are held for understanding by all the functions throughout the organization as well as by contractors and sub-contractors. The Policy distribution and display records are maintained. The IMS Policy of NWPGL is given at Annexure 01.

5.3 Organizational Roles, Responsibilities, Accountabilities and Authorities

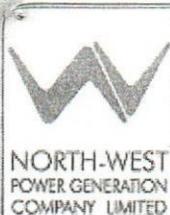
The Management of NWPGL has defined the responsibilities, accountabilities and authorities of the personnel within the Integrated Management Systems and communicated the same within the NWPGL.

The responsibility, accountability and authority of different key personnel in relation to Integrated Management Systems are demarcated keeping in view the main activity of each department.

In addition, they are also responsible for:

- a) identifying IMS related problems encountered in their area of activity,
- b) initiating action to prevent the occurrence of any nonconformity related to Quality & HSE
- c) initiating, recommending or providing solutions through designated channels,
- d) verifying the effectiveness of solutions implemented, and
- e) control of nonconforming product / activities in their area.

	Name	Designation	Signature
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Approved by	Md. Abdus Samad	Convener (ISO implementation Committee) & Executive Director (Engineering)	



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Key responsibilities and authorities are referred in their respective Responsibility Matrix, Departmental Procedures / Process Approach and other IMS Documentation.

In case of OHSMS responsibilities, accountabilities and authorities for relevant roles are assigned and communicated at all level including workers and maintained as documented information.

Corporate Management representative

Manager, Environment, Health & Safety; who is member of NWPGL's own management, has been designated a Corporate Management Representative (from NWPGL's own Management) who, irrespective of other responsibilities, has the responsibility, accountability and authority for:

- a) ensuring that the QHSE management system conforms to the requirements of the International Standard;
- b) ensuring that the processes are delivering their intended outputs;
- c) reporting on the performance of the QHSE management system, on opportunities for improvement and on the need for change or innovation, and especially for reporting to top management;
- d) ensuring the promotion of customer focus throughout the organization;
- e) ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

She is also responsible for liaison with external agencies and authorities on matters related to Integrated management Systems.

5.4 Participation and Consultation

NWPGL shall establish, implement and maintain process(es) for participation (including consultation) in the development, planning, implementation, evaluation and actions for improvement of the OH&S management system by workers at all applicable levels and functions, and where they exist, workers' representatives.

The organization has

- a) provided mechanisms, time, training and resources necessary for participation;
- b) provided timely access to clear, understandable and relevant information about the OH&S management system;
- c) identified and removed obstacles or barriers to participate and minimize those that cannot be removed
- d) given additional emphasis to the participation of non-managerial workers in the following
 - 1) determined the mechanisms for their participation and consultation;
 - 2) established hazard identification and assessment of risk (see 6.1, 6.1.1, and 6.1.2)
 - 3) taken actions to control hazards and risks (see 6.1.4);
 - 4) taken actions regarding identification of needs of competence, training and evaluation of training (see 7.2);
 - 5) determined the information that needs to be communicated and how this should be done (see 6.3 & 7.4);
 - 6) determined control measures and their effective use (see 8.1, 8.2, and 8.6);
 - 7) taken action regarding investigating incidents and nonconformities and determining corrective actions (see 10.1);
- e) given additional emphasis to the inclusion of non-managerial workers in consultation related to the following:

	Name	Designation	Signature
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Approved by	Md. Abdus Samad	Convener (ISO implementation Committee) & Executive Director (Engineering)	



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- 1) determining the needs and expectations of interested parties (see 4.2);
- 2) establishing the policy (see 5.2);
- 3) assigning organizational roles, responsibilities, accountabilities and authorities as applicable (see 5.3);
- 4) determined how to apply legal requirements and other requirements (see 6.1.3);
- 5) established OH&S objectives (see 6.2.1);
- 6) determined applicable controls for outsourcing, procurement and contractors (see 8.3, 8.4, and 8.5);
- 7) determined what needs to be monitored, measured and evaluated (see 9.1.1);
- 8) taken action regarding planning, establishing, implementing and maintaining an audit programme (s) (see 9.2.2);
- 9) established a continual improvement process (see 10.2.2).

6 Planning

6.1 Actions to address Risks and Opportunities

6.1.1 General

NWPGCL has determined the risks and opportunities considering Clause 4.1 and 4.2. NWPGCL has also taken actions to address these risks and opportunities; and has integrated and implemented the actions into its QMS management system processes (see 4.4); NWPGCL has evaluated the effectiveness of these actions.

Reference Document: NW-DH-QHSE-F-014

6.1.2 Environmental aspects and Hazard identification and Assessment of OH&S Risk

NWPGCL has established, implemented and maintained a Procedure for Environmental Aspect Impact Analysis and OHS Hazard Identification & Risk Assessment for the ongoing identification, evaluation and documentation of (i) Environmental Aspects & Impacts, (ii) OHS Hazards and Risks from its activities, products and services that it can control and influence within the defined scope of its IMS. Significant score / risk levels are decided and control methodology in the form of Improvement Management Programs and / or Standard Operating Procedures, Emergency Preparedness Plan are identified. The EAIA and HIRA are documented and are periodically updated based on planned or new developments and new or modified activities, products and services.

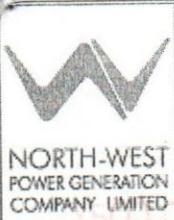
Reference Document: NW-DH-HSE-F-001 and NW-DH-HSE-F-001

6.1.3 Determination of applicable legal requirements and other requirements

NWPGCL has established, implemented and maintained a list of legal requirements (A **Legal Register**) for periodic identification, updating and compliance evaluation of legal, regulatory & other requirements. Applicable legal & other (e.g. Customer, Stakeholder etc.) requirements are identified which are A **Legal Register** related to the identified Environmental Aspects (in AIA) & OHS Hazards (in HIRA). A **Legal Register** is periodically updated and concerned company personnel / external agencies are communicated relevant requirements for necessary compliance.

Reference Document: NW-DH-HSE-F-009 and NW-DH-HSE-F-010

	Name	Designation	Signature
Reviewed by	Mashuda Parvin	CMR (ISO implementation Committee) & Manager (EHS)	
Approved by	Md. Abdus Samad	Convener (ISO implementation Committee) & Executive Director (Engineering)	



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6.2	IMS Objectives, Target and Planning to achieve Them
	<p>Top management of NWPGL ensures that IMS Objectives, including those needed to meet requirements for Power generation, Environment & Health & Safety are established at relevant functions and levels within NWPGL. Based on their current status, all functions conduct a study to find the root cause of the same and identify the quantified / measurable objectives. Based on the identified IMS Objectives, the IMS Policy is framed and reviewed. The objectives are set and monitored for their achievement at least at six-month interval.</p> <p>Improvement Objectives and Projects (Management Programmes) are identified and established based on their current status. It is ensured that the established Objectives are SMART (Specific, Measurable, Achievable, Realistic, Time bound), techno-economically feasible and leading to continual improvement / prevention of pollution, injuries, ill-health / compliance to customer, interested party, legal or other applicable requirements. Improvement Management Programmes (IMP's) are prepared, implemented and periodically monitored in the Management Review Meetings to achieve the set Objectives.</p> <p>Reference Document: NW-DH-HSE-F-007 and NW-DH-HSE-F-008</p>
7	Support
7.1	Provision of Resources
	<p>NWPGL determines and provides the resources like competent personnel, proper working environment and adequate infrastructure needed to implement and maintain Integrated Management Systems as per ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 and continually improve their effectiveness. Equipment and instruments needed for work and verification for these systems are identified, procured and Processes / Standard Operating Procedures are laid down to ensure that the same are in a fit condition for carrying out work and verification activities.</p> <p>Departmental Heads identify the resources required for implementing, performing and verification activities related to NWPGL's Integrated Management Systems. These are further examined, reviewed and provided as and when required, to enhance customer satisfaction, ensure compliance with legal & other requirements and improving work conditions for meeting relevant requirements. These resources are identified at the time of planning for product realization and periodically reviewed. Necessary identified resources are planned and provided to meet and improve upon the customer / legal & other requirements.</p>
7.1.1	General
7.1.2	People
	<p>NWPGL has identified the competence level required on the basis of requirements related to appropriate education, training, skills and experience for the specific jobs whose work can affect the conformity to Quality & EHS requirements directly and indirectly and a Competence Matrix has been made in every Department. If required, the outsource service providers within the premises of NWPGL are also utilized for the necessary training in implementing the systems. Hence the personnel performing such work which affects Quality, Environment, Health & Safety are assigned the tasks on the basis of defined competence. The identified gaps between the current status and competence required are also used for considering the training needs of the personnel to make them competent to do their activities.</p> <p>Reference Document: NW-DH-HR-F-001</p>
7.1.3	Infrastructure
	NWPGL identifies and determines the required infrastructure at the time of Planning. The infrastructure

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considered during planning includes:

- a) adequate buildings, site space, workspace for Operation Controls, storing, processing, inspections, monitoring and maintenance; adequately, safely & ergonomically designed workspace for personnel, adequate illumination, glare protection, comfortable temperature controls as required, and better house-keeping, processing and storage.
- b) required associated utilities like Raw Water Intake & Treatment & Service Water System, Steam Generation, Compressors, Natural Gas Distribution System, Instrument & Plant Air Unit, Cooling & Demineralization of water, Sewage Treatment Plant etc.;
- c) required Monitoring, Control, Measuring and maintenance equipment / machinery (both hardware and software e.g. SAP/SCADA etc.) for realizing the desired Output at relevant stages and can meet the applicable customer, legal & other requirements.
- d) supporting services, such as Security Services, Housekeeping Services, Material Handling Equipments transport for movement within and outside **NWPGCL** (like fork lift , cranes, transport for personnel etc.), required means of communication (like Telephones, e-mail, Tele-fax, Public Address Services) and Information systems (e.g. computer networking, tele conferencing, walkie-talkies, advanced software based workflow systems like SAP etc.).
- e) Emergency Hooters / Sirens and firefighting system, hygienic drinking water facilities, personal protective equipment and sanitary facilities (e.g. wash-rooms etc.), first aid / dispensary facility etc.

As per the identified requirements, **NWPGCL** provides the infrastructure needed to achieve conformity to product including all HSE and statutory requirements.

NWPGCL has also established documented processes for maintaining the above infrastructure by conducting Preventive, Predictive and Break-down Maintenance in order to ensure their continuing suitability. The data related to maintenance is analyzed and Maintenance Objectives are framed for continual improvements.

NWPGCL also ensures to interact with the concerned Service Provider for support and maintenance of the infrastructure which includes but not limited to Housekeeping, Canteen / Pantry, Fire detection & fighting, Civil maintenance etc.

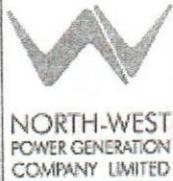
7.1.4 Environment for the operation of processes

NWPGCL determines and manages the required work environment (including physical, environmental & other factors) needed to achieve conformity to product / service requirements and any applicable legal & other requirements. At the time of Planning for Product Realization (*Refer Section No. 7.1 i.e manufacturing process designing and development*), Environmental AIA and OHS HIRA, the requirements of Work Environment are considered & examined and wherever required, reviewed for their up-gradation. The following applicable work environment factors are considered at the time of planning:

- Safety against risks of Fire and Explosion including preparation of Emergency Preparedness Plan
- Temperature and humidity, ventilation, noise, lighting, weather-protection as appropriate to the nature of the work being performed; in the control rooms,
- Human factors such as ergonomics (*space required for effective working*), need for the use of personal protective equipment (*PPE*).
- General work environment parameters like illumination & glare protection, dust levels, drinking water quality, sanitary facilities, housekeeping, provision of Personal Protective Equipments, First Aid and Medical Aid etc. in line with statutory and HSE requirements.

The work conditions and environment are always improved for meeting the requirement of interested parties.

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	These requirements are met by providing the adequate facilities and conducting regular maintenance for their upkeep.
7.1.5	<p>Monitoring and Measuring Resources</p> <p>NWPGCL has established process (Form) for determining the monitoring and measurement to be undertaken and the monitoring and measuring equipment needed to provide evidence of conformity of product to determined requirements or required for monitoring environmental, health and safety parameters. These are identified while planning for product quality / environment/ health and safety.</p> <p>NWPGCL has established processes to ensure that monitoring and measurement are carried out in a manner that is consistent with the monitoring and measurement requirements.</p> <p>The measuring equipment are identified based on the controls over product and process characteristics and significant environmental impacts, OH&S risks & legal requirements. Where necessary to ensure the valid results, measuring equipment are:</p> <ol style="list-style-type: none"> a) Calibrated and/or verified (or both) 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 or verification are recorded; b) Adjusted or re-adjusted if found to be out of calibration, as necessary; c) Identified in order to determine the calibration status through status stickers or calibration records; d) Safeguarded from adjustments, as applicable, that would invalidate the measurement result; e) Protected from damage and deterioration during handling, maintenance and storage by imparting training to the users of such equipment. <p>In case any equipment is found out of calibration / validation, the information is given to the user department for assessing and recording the validity of the previous measuring results. NWPGCL takes appropriate actions on the equipment and any product / service / HSE / legal requirements affected by such measurements. Records of the results of calibration and verification are maintained.</p> <p>The Computer Software, when used in the monitoring and measurement of specified requirements, are validated at the time of installation and records are maintained. The ability of computer software to satisfy the intended application is confirmed. As and when such software is updated, the same are again re-validated and the results are re-confirmed. Such software is re-confirmed at specified frequency as referred in the documented procedure.</p> <p>Related Documented Processes: Calibration of Inspection, Measuring & Test Equipment under I&C department.</p>
7.1.6	<p>Organizational knowledge</p> <p>To obtain the knowledge required, NWPGCL has considered</p> <ol style="list-style-type: none"> a) internal sources (e.g. learning from failures and successful projects, capturing undocumented knowledge and experience of topical experts within the organization); b) External sources (e.g. standards, academia, and conferences, gathering knowledge with customers or providers).

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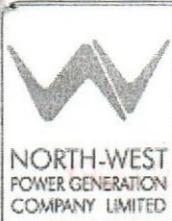
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7.2	Competence
	<p>NWPGCL has established a documented process for "Training". Through this process, the training and employee development needs are identified to make personnel (working for or on behalf of NWPGCL) competent for carrying out their activities related to Quality, Environment, Health and Safety. As required, the outsourced service providers (e.g. contract labour etc.) within the premises of NWPGCL are also provided the necessary on job training for improving their skills and competency. The controls exercised for making the personnel competent are:</p> <ol style="list-style-type: none"> To determine the required minimum competence for the personnel performing work affecting conformity to power requirements and / or HSE in terms of criticality of the process through defined "Competence Matrix" To provide structured / unstructured training / take other actions (i.e. on job training / coaching under the supervision of their seniors, pre-job briefing, displaying necessary instructions at workplace etc.) to the identified personnel to satisfy and meet their training needs and achieve the necessary competence. To evaluate, after a defined period, the effectiveness of the structured / unstructured training provided to know the progress in their achievements, To ensure that the personnel are fully aware of the relevance and the importance of their activities including their involvement and contribution to the achievement for the identified objectives, prevention of emergencies, pollution, injuries & ill-health and To maintain the records of education, training, skills and experience of all personnel as Records. These records also help in determining the need for multi-skill training requirements, if any. <p>NWPGCL retains all appropriate documented information as evidence of competence</p>
7.3	Awareness
	<p>NWPGCL makes their personnel aware of your organization's QHSE regarding the</p> <ol style="list-style-type: none"> the IMS policy; relevant IMS objectives; their contribution to the effectiveness of the QHSE management system, including the benefits of improved quality performance; the implication of not conforming with the QHSE management system requirements.
7.4	Information and Communication

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All Departments of NWPGL have identified the necessary communications to be sent to other departments, Top Management, Statutory Authorities and Customers.

Suggestions and Concerns are also addressed to and relevant records are maintained. Personnel are made aware of the requirements of IMS Policy; SOPs; related Electricity Generation Quality failure modes, Environmental Aspects & Impacts, OHS Hazards & Risks, potential emergency & accident situations and their controls, Improvement Projects, through participatory communication & consultation sessions.

A Safety Committee meeting is also carried out at least with defined agenda once in a month to discuss about HSE issues including Risk Assessments, Accidents / Incidents / Near Misses, ill health and Unsafe conditions.

The consultation and participation of workers is ensured during EAIA, HIRA, incident investigation and review of policies and objectives. The workers are informed of their representative for resolution of their HSE issues and the identity of the Corporate Management Representative. Any HSE related query / information can also be directly sent to the HSE functions.

Relevant Quality and HSE information including requirements of ISO 9001:2015, ISO 14001:2015, ISO 45001:2018, Legal, HSE & Other requirements are communicated to and from external parties through Purchase Specifications (e.g. MSDS, Legal, Handling, Labeling requirements etc.), meetings, letters (e.g. Do's & Don'ts, Work Permits issued), displays at site.

Concerned contractors are also consulted when there are any changes that affect their HSE performance. Any external HSE communication is sent to Statutory Authorities, Customers, interested parties through letters, reports etc. by the concerned Department(s). If required, meetings are called with the respective agencies.

Significant Environmental Aspects, OHS Hazards are communicated as decided in the Management Review Meetings or through letters etc. to the concerned agencies / authorities. External complaint may be received from customers, interested parties, statutory show-causes, media reports, telephonic / email communication; in case of any such situation, the same shall be noted in by the concerned Department and appropriate action(s) shall be initiated. Thereafter, the concerned interested party shall be informed.

7.5 Documented Information

7.5.2 When creating and updating documented information,

- a) NWPGL ensures document title, effective date, Document No etc. identification and description (e.g. a title, date, author, or reference number);
- b) NWPGL developed a specific format for document and form. Document has been maintained as hardcopy.
- c) the official language of document is preferably English. But some documents have been established in local language for workers, technicians.
- d) NWPGL ensures proper reviewing and approval for suitability and adequacy.

7.5.3 NWPGL has controlled documented information to ensure that

- a) it is available and suitable for use, where and when it is needed;
- b) it is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

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For the control of documented information, NWPGL addressed the following activities,

- a) distribution, access, retrieval and use-
- b) storage and preservation, including preservation of legibility;
- c) control of changes (e.g. version control);
- d) retention and disposition.

NWPGL has maintained a detailed list of documents and forms with revision no, retention periods and also maintained a list of distribution in each documented procedure.

NWPGL has also maintained a list of documents of external origin.

NOTE Access can imply a decision regarding the permission to view the documented information only, or the permission and authority to view and change the documented information.

Reference Document: NW-DH-QHSE-PR-001: Control of Documents and Records.

8 Operation

8.1 Operational Planning and Control

NWPGL uses multi-disciplinary approach for Planning for Product realization. While planning for product realization, it is ensured that the requirements of the other processes of the Integrated Management System are consistent with the anticipated requirements.

Necessary Documentation, Documented Processes & Procedures, Environmental Aspect Impact Analysis, OHS Hazard Identification & Risk Assessment, Standard Operating Procedures, Formats, Designs & Drawings for Projects, Operation and maintenance are prepared and records are developed. These documents also identify such characteristics / indicators for services which need to be constantly monitored to meet the specified requirements appropriate to Company's business and established IMS. If required, provision for providing necessary training / awareness is also made.

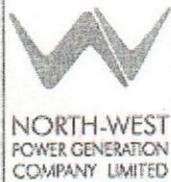
Such Characteristics which when deviated may result into disruption/loss in productivity / environmental / health / safety risks are identified by NWPGL and indicated at appropriate steps in documented processes, AIA, HIRA & SOPs.

All applicable Products, Processes, applicable legal & other requirements as identified, are given due consideration during the development and preparation of relevant SOPs and Power Specifications. The resources, infrastructure, work environment and competency of required personnel are also identified (Refer Chapter No. 6).

Following are considered, as appropriate, at the time of development, updating / modification for improvement in the existing process:

- a) identified IMS Objectives and requirements for the power quality including the environmental and safety issues;
- b) the need to establish processes and documents (Internal and External), and provide resources specific to meet the requirements for the above;
- c) required verification, validation, monitoring, inspection and test activities specific to the products processed at relevant stages of processes including HSE and Legal & other requirements. The criteria for their

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	<p>acceptance is also decided;</p> <p>d) records needed to provide objective evidence that the realization processes and resulting product quality / HSE indicators fulfill the requirements.</p> <p>The output of this planning in the form of Processes / SOPs are made and provided at the relevant stages of processing for implementation.</p>
8.2	Emergency Preparedness and Response
	<p>NWPGCL has established an Emergency Preparedness Plan (EPP) for EMS and OH&S to ensure appropriate responses to accidents / incidents & emergency situation including prevention/ mitigation. The EPP has been established for preventing and mitigating the impacts of such emergency situations. Besides, the Standard Operating Procedures also describes the prevention of emergency scenarios, as relevant.</p> <p>The emergency preparedness and response procedures are being regularly reviewed and revised, in particular, after the occurrence of accidents or emergency situations.</p> <p>The requirement of mock drills for testing these procedures has been documented in the procedure.</p> <p>This clause also denotes clause No 8.6 for ISO 45001:2018</p>
8.2.1	Customer communication for QMS
	<p>Customer Communication</p> <p>NWPGCL has determined and assigned responsibilities for implementing effective arrangements for communicating with customers in relation to:</p> <p>a) enquiries, contracts or order handling, including changes;</p> <p>c) obtaining customer views and perceptions, including customer complaints;</p> <p>d) the handling or treatment of customer property, if applicable;</p> <p>e) specific requirements for contingency actions, when relevant.</p>
8.2.2	Determination of Requirements Related to Power Generation
	<p>NWPGCL has established mechanisms to determine:</p> <p>a) requirements for Power generation as specified by the customers and / or regulatory authorities including the requirements for delivery and post-delivery.</p> <p>b) requirements not stated by the customer but necessary during generation of power or for necessary specified use.</p> <p>c) HSE requirements, if any.</p> <p>d) statutory and regulatory requirements related to the power if any, and</p> <p style="padding-left: 20px;">a) Requirements of the power station with respect to the various internal functions and as specified by top management.</p>
8.2.3	Review of the requirements for products and services for QMS
	<p>NWPGCL reviews the requirements related to the power. This review is conducted prior to NWPGCL's commitment to supply power to the customer and ensures that:</p> <p>a) Power requirements including their schedules, frequency and voltage are clearly defined. Where no documented requirements are received, the same are confirmed before acceptance by sending letters / e-</p>

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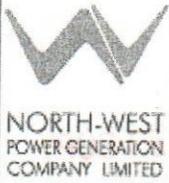
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	<p>mails to the customer for providing the power.</p> <p>b) Contract or Customer requirements differing from those previously expressed are resolved, and</p> <p>c) NWPGCL has the ability to meet the defined requirements.</p> <p>d) Identification of significant environmental aspects / occupational hazards from various direct & indirect, routine & non-routine activities, products and services under normal, abnormal & potential emergency conditions.</p> <p>e) Determining and accessing applicable environmental / health & safety legal requirement, communicating the same to relevant interested parties and periodically monitor the same for compliance.</p>
8.2.4	Changes to requirements for product and services
	When the requirements for services are changed, NWPGCL has ensured that relevant documented information is amended, and that relevant persons are made aware of the changed requirements through email, proper documentation etc.
8.3	Design and Development
	Company is generating Power and is not involved in designing any product. Hence this clause of ISO 9001: 2008 is not applicable to NWPGCL operations (Please see Chapter 1 for the exclusions)
	Controlling of Outsourcing process for OH&S
	processes affecting its OH&S management system are controlled by NWPGCL. The type and degree of control to be applied to these processes shall be defined within the OH&S management system.
8.4	Control of Externally Provided Processes, Products and Services
8.4.1	General
	<p>NWPGCL has established processes to ensure that externally provided processes, and contracted services conform to specified purchase requirements. The type and extent of control applied to the supplier and the purchased product depends upon the effect of the purchased products and services towards power generation and maintenance of plant and equipment including handling and storage of products. NWPGCL evaluates and selects suppliers based on their ability to supply product in accordance with NWPGCL's requirements. Criteria for selection, evaluation and periodical re-evaluation have been established for suppliers developed by NWPGCL. Records of the results of evaluations and any necessary actions arising from the evaluation at company or supplier end are maintained. This is also applicable on those suppliers providing services as appropriate.</p> <p>NWPGCL is aware of the controls to ensure that the procurement of goods (for example products, hazardous materials or substances, raw materials, equipment) and services conform to its OH&S management system requirements.</p>
8.4.2	Type and extent of control
	<p>NWPGCL shall ensure that externally provided processes, products and services do not adversely affect the organization's ability to consistently deliver conforming products and services to its customers. The organization shall:</p> <p>a) ensure that externally provided processes remain within the control of its quality management system;</p> <p>b) define both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output;</p>

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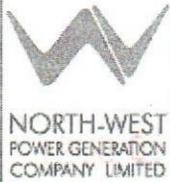
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	c) take into consideration:	<ul style="list-style-type: none"> 1) the potential impact of the externally provided processes, products and services on the organization's ability to consistently meet customer and applicable statutory and regulatory requirements; 2) the effectiveness of the controls applied by the external provider;
	d) determine the verification, or other activities, necessary to ensure that the externally provided	
8.4.3	Information for external providers	
	NWPGCL shall communicate to external providers applicable requirements for the following:	
	a) the products and services to be provided or the processes to be performed on behalf of the organization;	
	b) approval or release of products and services, methods, processes or equipment;	
	c) competence of personnel, including necessary qualification;	
	d) their interactions with the organization's quality management system;	
	e) the control and monitoring of the external provider's performance to be applied by the organization;	
	f) Verification activities that the organization, or its customer, intends to perform at the external provider's premises.	
	The organization shall ensure the adequacy of specified requirements prior to their communication to the external provider.	
8.5	Production and Service Provision	
	NWPGCL is aware of the processes to identify and communicate the hazards and to evaluate and control the OH&S risks, arising from the:	
	a) contractors' activities and operations to the organization's workers;	
	b) organization's activities and operations to the contractors' workers;	
	c) contractors' activities and operations to other interested parties in the workplace;	
	d) Contractors' activities and operations to contractors' workers.	
	The organization shall establish and maintain processes to ensure that the requirements of the organization's OH&S management system are met by contractors and their workers. These processes shall include the OH&S criteria for selection of contractors.	
	OH&S requirements related to Contractors	
	NWPGCL has established processes to identify and communicate the hazards and to evaluate and control the OH&S risks, arising from the:	
	a) contractors' activities and operations to the organization's workers;	
	b) organization's activities and operations to the contractors' workers;	
	c) contractors' activities and operations to other interested parties in the workplace;	
	d) Contractors' activities and operations to contractors' workers.	

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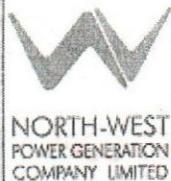
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	<p>NWPGCL has established and maintained processes to ensure that the requirements of the organization's OH&S management system are met by contractors and their workers.</p> <p>These processes shall include the OH&S criteria for selection of contractors.</p>
8.5.1	Control of production and service provision
	<p>NWPGCL shall implement its operation process under controlled conditions. These Controlled conditions shall include,</p> <ul style="list-style-type: none"> a) the availability of documented information that defines: <ul style="list-style-type: none"> - the characteristics of the products to be produced, the services to be provided, or the activities to be performed; - the results to be achieved; b) the availability and use of suitable monitoring and measuring resources; c) The implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met; d) the use of suitable infrastructure and environment for the operation of processes; e) the appointment of competent persons, including any required qualification; f) the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement; g) the implementation of actions to prevent human error; h) the implementation of release, delivery and post-delivery activities.
8.5.2	Identification and traceability
	<p>NWPGCL has established methods for product identification and tractability, which requires that product, is identifiable to the applicable specifications, as appropriate.</p> <p>Gas & fuel oil and Bought Out consumables are identified by appropriate means. Process intermediates and other items are identifiable by keeping them at identified locations. The products are also identified through the data maintained in records and are traceable to the extent possible.</p> <p>The inspection and test status of items is identified through identification tags, inspection records, identified storage space and placards, as applicable. The inspection and test status of incoming bought out items are identified based on supplier's certificate and / or the inspection and tests performed. These are then stored at designated locations. Separate areas have been identified and marked for receipt and non-conforming items in the Stores. In case of process intermediates, the</p> <p>inspection status of products is indicated through their specific location as laid down in the relevant records:</p>
8.5.3	Property belonging to customers or external providers
	<p>The energy meters supplied by the Customer are the only customer property and the Station takes all care with customer property while it is under the Station's custody or being used by the Station. The customer properties are identified, verified, protected and safeguarded. If any customer property is lost, damaged or otherwise found to be unsuitable during verification for further use, it is reported to the customer and the necessary records are maintained.</p>
8.5.4	Preservation of Product

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It is ensured that the handling, storage and transportation of products be controlled to prevent damage, deterioration or loss. When necessary, for particular items, special instructions are issued and monitoring is carried out to check satisfactory implementation. The appropriate handling of products is followed to avoid any deterioration of quality of product while in transit. During storage of chemicals the MSDS is reviewed to check compatibility with other chemicals and also safe handling methods are adopted.

Appropriate storage facilities are provided for materials and products for their safe upkeep, prevent damage and deterioration of the product quality including suitable preservation wherever necessary. Condition of product in stock is assessed at appropriate interval. Authorized personnel approve receipt and issue from Stores. All materials are issued on First in First Out basis, as applicable.

8.5.5 Post-delivery activities

No post delivery services are practiced here with the generation of this electricity

8.6 Release of Products and Services

NWPGCL shall implement planned arrangements, at appropriate stages, to verify that the operational requirements have been met.

8.7 Control of Nonconforming Outputs

Power generation being a continuous process, non-conformities is not observed during the final delivery. However, non-conforming products may be there during the verification of incoming materials or during the process stages.

NWPGCL has established a "**Documented Procedure**" to ensure that products or processes, which do not conform to its specified requirements and affects environment, safety, & health, are suitably identified and controlled to prevent their unintended use. The related responsibilities, authorities, and manner for dealing with such nonconforming product and process have also been defined in the procedure.

This procedure also defines the controls for dealing with the nonconforming product or process by one or more of the following ways

- a) By prioritizing the non-conformance, analyzing them and taking immediate action, based on their criticality, for their elimination
- b) By authorizing its use, release or acceptance under concession by company authorized personnel and, where applicable the concession may be taken from the customer. Such concessions are taken only for minor characteristics / non-conformances. No concession is given or taken on Critical and major characteristics.

The records indicating the nature of non-conformities including the concessions, if any, and the subsequent actions taken for reducing and eliminating them are maintained. The trends of non-conformance are periodically reviewed in the daily, weekly, departmental, and other meetings for further deciding continual improvements.

In case the nonconforming products or process are corrected, the products / information are re-verified for the requirements in which these were found to be nonconforming in order to demonstrate the conformity to the requirements. Any related documented procedure is also changed for implementation. Non-conformances, which are critical and major in nature, are informed to the customer. The potential effects of the nonconformity are also analyzed and appropriate actions are taken.

Name		Designation	Signature
Reviewed by	Mashuda Parvin	CMR (ISO implementation Committee) & Manager (EHS)	
Approved by	Md. Abdus Samad	Convener (ISO implementation Committee) & Executive Director (Engineering)	



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	<p>NWPGCL has established procedures for handling and investigating non-conformance, taking action to mitigate any impacts caused and for initiating and completing corrective and preventive actions.</p> <p>The company has also established procedure for accident / incident investigation and setting up of enquiry committee based on legal and corporate guideline. The enquiry committee analyses the causes leading to accident / loss. Apart from the same, concerned departments' carries out analyses of near units.</p> <p>The corrective or preventive actions taken are appropriate to the magnitude of problems and commensurate with the environment, safety & health impacts. And occupational health and safety corrective and preventive action are analyzed through risk assessment prior to implementation.</p>
9	Performance Evaluation
9.1	Monitoring, Measurement, Analysis and Evaluation
	<p>NWPGCL has planned and implemented the Monitoring, Measurement, Analysis and Improvement processes for demonstrating reliable power generation, meet commitments made in agreements subject to grid schedules, meet additional grid demands to the extent practicable complying with environment, safety, health & quality related legal requirements, ensuring the conformity of the Integrated Management Systems and continually improving the effectiveness of IMS. Applicable Statistical Techniques are used to analyze product/service and process quality.</p> <p>NWPGCL has defined the characteristics for the different outputs achieved at appropriate stages of power generation process for meeting the customer & environment, safety & health related legal requirements. All these characteristics are monitored and measured by defined personnel in respective Departments in order to ensure that their output requirements meet Internal as well as external customer & environment, Occupational health and safety legal requirements.</p> <p>These characteristics have been defined either in the departmental procedure, OCP/work instructions/SOPs or as per legal requirements as applicable to the relevant stages of process documents</p> <p>For all identified characteristics, the acceptance criteria for the evidence of conformity have also been defined. The in-process and final verifications are conducted to make evidence for the same. The necessary records are maintained as given in the respective process.</p> <p>The Company ensures that all Processes and MSDS, Inspection or legal requirements are planned & implemented and that their verification records are maintained to verify that at each stage of process, the characteristics conform to applicable instructions, procedures, statutory regulation, inspection plans and / or specifications, as applicable. The power generated is monitored continually while transferring to grid. The relevant records clearly indicate the readings related to the power generated and maintained.</p>
9.1.1	General
9.1.2	Customer satisfaction

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NWPGCL has established a methodology to determine "Customer Satisfaction" once in a year. The methods for obtaining and using the information have been determined during the meetings with the buyer, Bangladesh Power Development Board (BPDB)

Based on the feedback received from the customers during the meetings, NWPGCL makes efforts to identify the areas for improvement.

The points arising from the meeting are reviewed periodically by the identified team comprising of Head of Departments/Sections and based on the current status of the activities, the analysis of these points are carried out. The decisions taken are then communicated to the respective department heads for taking the corrective actions.

The records relating to the feed backs from customers and the minutes of meetings and actions plans are maintained in Head Office.

Reference Document: NW-DH-QHSE-F-011_CUSTOMER SATISFACTON SURVEY

Evaluation of Compliance with Legal Requirements and other Requirements

NWPGCL has implemented a documented information (form) for Identification, access to and compliance with applicable legal and other requirements periodically. Compliance Evaluation Checklists are implemented in this regard. Compliance evaluation is done with respect to all related legal and other requirements as stipulated in the Legal Register and statutory documents including Consents / Licenses / Authorizations.

9.1.3 Analysis and evaluation

NWPGCL determines, collects and analyses appropriate data to demonstrate the suitability and effectiveness of the Integrated Management Systems and evaluates for deciding the continual improvement of IMS. The data is collected at the specified periodicity and the same is provided to CMR by the designated Executives.

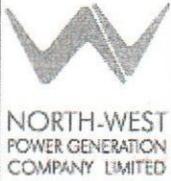
The data is compiled by CMR to indicate the effectiveness. This data is analyzed during the Management Review Meetings to decide the Improvement Management Programs (IMPs).

During the Management Review Meetings, the analyzed data, as a minimum, is discussed for focusing the information relating to:

- a) Customer satisfaction
- b) Conformance to product requirements,
- c) Characteristics and their trends in processes and of products
- d) Opportunities for preventive action, and
- e) Suppliers Data who provide the materials and services,
- f) Compliance to legal, regulatory and other requirements
- g) Various HSE performance indicators (e.g. Illumination, noise levels, emergency / accident / incident statistics etc.)

9.2 Internal Audit

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NWPGCL has planned to conduct internal audit on every element of the system at least once in a year. An audit program is made at first week of January. An audit circular will be issued before conducting each of the audits. This interval may be shortened (more frequently) during audit planning depending upon the above factors.

Auditors shall be assigned such that they are not directly responsible to perform the activities being audited. Management will permit auditors to access any confidential area during audit under QMS scope.

Results of all audits shall be reviewed at Management Review Meeting.

Reference Document: NW-DH-QHSE-PR-002: Internal Audit

9.3 Management review

9.3.1 General

Top Management of NWPGCL reviews the Integrated Management System, at planned intervals (*at least once in six months*), to ensure its continuing suitability, adequacy and effectiveness. All the processes related to Integrated Management Systems of NWPGCL are reviewed by the Management Review Committee, which comprises all Functional / Departmental Heads under the Chairmanship of ED (Finance).

The review includes assessing opportunities for improvement and the need for changes to the Integrated Management Systems, including the IMS Policy and objectives. Records of management reviews as the minutes of Management Review Committee meeting are maintained and circulated by CMR.

9.3.2 Review input

The input to management review in the form of Agenda for Management Review in Management Review Committee meeting include information for the period under review on requirements of **ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018**. However, more focus is laid down on the following:

01. the status of actions from previous management reviews;
02. changes in external and internal issues that are relevant to the IMS;
03. applicable legal requirements and other requirements;
04. the organization's Environmental, OH&S risks, risks and OH&S opportunities;
05. The needs and expectation of interested parties including compliance obligations.
06. The significant of environmental aspects.
07. Customer satisfaction (QMS)
08. Feedback from relevant interested parties;
09. the extent to which IMS policy and objectives have been met;
10. process performance and conformity of products and services-QMS;
11. nonconformities and corrective actions;
12. monitoring and measurement results considering QMS, EMS and OHS;
13. Results of Internal, External Audits & corrective actions taken to resolve the non-conformances
14. results of evaluation of compliance
15. the performance of external providers;
16. the adequacy of resources;

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- 17. the effectiveness of actions taken to address risks and opportunities (see 6.1);
- 18. Opportunity for improvement

9.3.3 Review output

The minutes of the management review meeting are recorded and maintained for a specified period. The output from the management review in the form of Minutes of Management Review Committee Meeting and any decisions related to:

- 01. Improvement of the effectiveness of the Integrated Management Systems and its processes,
- 02. Need for changes in IMS Policy and Objectives
- 03. Improvement of product related to customer requirements and EHS improvements, and
- 04. Resources needed for the improvements.

Reference Document: NW-DH-QHSE-PR-003: Management Review.

10 Improvement

10.1 Incident, Nonconformity and corrective action

Incident Investigation

NWPGCL has implemented a Procedure for Incident Investigation in the Safety Manual to analyze the causes of various incidents (including accidents, near misses, dangerous occurrences) and initiate appropriate actions accordingly. Records related to these are maintained. The workers

representatives are consulted during incident investigation. Relevant documentation is reviewed and updated based on the results of the incident investigation.

Reference Document: NW-DH-HSE-F-003_OH&S Incident Investigation Report.

10.2 Non-conformity and corrective action and Continual improvement

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Corrective action

NWPGCL takes actions to eliminate the cause of non-conformities in order to prevent their recurrence of significant problems by analysis of non-conformance records, supplier performance records etc.

Through this procedure, it is ensured that controls are exercised for:

- ❖ Reviewing the non-conformities (including customer complaints) / Environment & Health & Safety non-conformances,
- ❖ Determining the causes of non-conformities,
- ❖ Evaluating the need for action based on criticality of the activities to ensure that non-conformities do not recur,
- ❖ Determining, deciding the corrective action needed based on root cause analysis and implementing the same,
- ❖ Maintaining the records of the results from the action taken and
- ❖ Reviewing corrective action taken for their effectiveness.

Effectiveness of the corrective action is verified, changes in IMS documents are made and summary of the corrective actions taken are submitted in Management Review.

10.3 Continual improvement

NWPGCL aims to utilize the analysis of product / process related data and continually enhances for making improvements for the effectiveness of the Integrated Management Systems.

Improvement Plans (IMPs) are identified by making use of IMS Policy, IMS Objectives, feedback for improvements through audit results, analysis of data, corrective and preventive actions and the discussions held in Management Review Meetings.

The respective Heads of departments are communicated through IMPs. The Heads of Departments find out the contributors for these projects and analyze the route cause for the same. They prepare the action plans on the IMPs.

The Heads of Departments find out the contributors for these projects and analyze the route cause for the same. They prepare the action plans on the IMPs. The progress on these IMPs are monitored by CMR and the same are reported in Management Review Committee Meetings.

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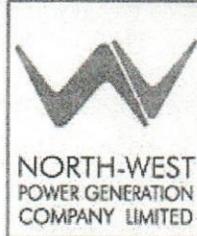
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Annexure 1: IMS Policy



Integrated Management System Policy

[Quality, Environment, Occupational Health and safety]

OUR AIM

- To become an emerging power generation utility with a strong brand and reliability
- To be an innovative and technology driven organization
- To be a company that achieves excellence in service, quality, reliability, safety and customer care

OUR COMMITMENTS

- To comply with all applicable legislations, regulations and other requirements related to power generation.
- Prevention of pollution, injury and ill health.
- To continually improve our quality, environment, occupational health and safety, performance by setting objectives and targets

OUR ENDEAVOUR

- To increase productivity and minimize the Operation & Maintenance costs through optimized capacity utilization and customized maintenance.
- To conserve natural resources
- To improve processes through continual improvement by addressing identified process risks and opportunities effectively.
- To motivate employees and associates to be a "We Company" not a "Me Company"

Convener (ISO implementation Committee) &
Executive Director (Finance)

REVISION: 01 (15 April 2018)

	Name	Designation	Signature
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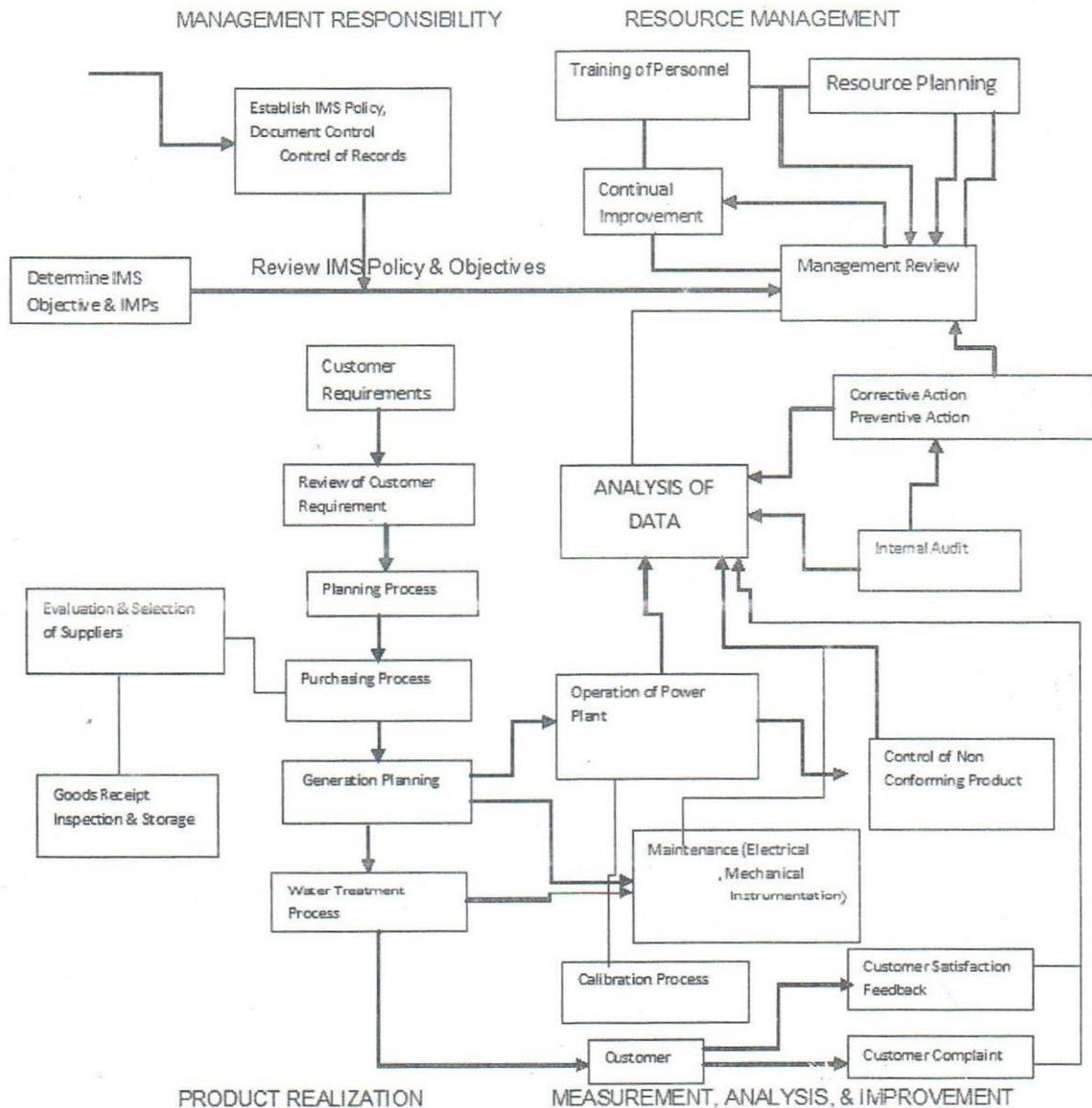
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Annexure 2: Interaction of Different Processes



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Approved by	Md. Abdus Samad	Convener (ISO implementation Committee) & Executive Director (Engineering)	