



CERTIFICATION AUDIT REPORT

OCS Express Air Freight Co W.L.L

14324716

*Bureau Veritas SA Branch Office in Kuwait on behalf of BVC
Holding SAS - UK Branch (Address: 5th Floor, 66 Prescott Street,
London, E18HG, United Kingdom)*

*Surveillance 1 Audit / ISO 14001:2015 - ISO 9001:2015 - ISO
45001:2018*

INDEX

1 GENERAL INFORMATION

1.1 ORGANIZATION INFORMATION

1.2 CONTACT INFORMATION

2 AUDIT INFORMATION

2.1 AUDIT STANDARDS

2.2 SCOPE OF CERTIFICATION

2.3 AUDITOR INFORMATION

2.4 AUDIT SCOPE

- Audit Objectives
- Audit Plan
- General & legal compliance requirements

3 AUDIT PROCESS

3.1 AUDITOR NOTES / SIGNIFICANT AUDIT TRAILS

3.2 DOCUMENT REVIEW

3.3 AUDIT SUMMARY REPORT PER STANDARD

3.4 NON CONFORMITY REPORT

4 PERFORMANCE TO DATE

5 EXECUTIVE AUDIT SUMMARY

5.1 AUDIT CONCLUSIONS

5.2 SUMMARY OF AUDIT FINDINGS

5.3 MANAGEMENT SYSTEM EFFECTIVENESS

5.4 BEST PRACTICES

5.5 OPPORTUNITIES OF IMPROVEMENT

5.6 OBSERVATIONS

5.7 UNRESOLVED POINTS ON DIVERGING OPINIONS

6 TEAM LEADER RECOMMENDATIONS

7 SURVEILLANCE PLAN

8 AUDIT PROGRAMME

9 NEXT VISIT AUDIT PLAN

10 SITES APPENDIX

11 Certificate information

1 GENERAL INFORMATION

1.1 ORGANIZATION INFORMATION

Organization Name	OCS Express Air Freight Co W.L.L		
Address	PACI # 16216228,Plot 000015, Block 001,Ardiya		
City	Farwanyia Governate		
Postal Code	-		
County/State	-		
Country	Kuwait		
Phone N°	+965 22417883	Fax N°	+965-22417885
Contract n°	14324716		

1.2 CONTACT INFORMATION

Contact Name	Shaji Joby		
Email Address	finance@mpe-kwt.com	Phone N°	+965 22417883

2 AUDIT INFORMATION

2.1 AUDIT STANDARDS

Audit Standard(s)	ISO 14001:2015 - ISO 9001:2015 - ISO 45001:2018
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2.2 SCOPE OF CERTIFICATION

Language	Standard	Site Name	Head Office	Scope of Certification
English	ISO 14001:2015	OCS Express Air Freight Co W.L.L	✓	FREIGHT FORWARDING, CUSTOMS CLEARANCE, COURIER SERVICES,LOGISTICS SERVICES RELATED TO E-COMMERCE
English	ISO 9001:2015	OCS Express Air Freight Co W.L.L	✓	FREIGHT FORWARDING, CUSTOMS CLEARANCE, COURIER SERVICES,LOGISTICS SERVICES RELATED TO E-COMMERCE
English	ISO 45001:2018	OCS Express Air Freight Co W.L.L	✓	FREIGHT FORWARDING, CUSTOMS CLEARANCE, COURIER SERVICES,LOGISTICS SERVICES RELATED TO E-COMMERCE

N° of Sites	1
N° of Employees	49
Head Office	OCS Express Air Freight Co W.L.L

If this is a multi-site audit an Appendix listing all the relevant sites and/or remote locations has been established and attached to the audit report.

Type	Surveillance 1 Audit				
Audit Start Date	26-03-2023	Audit End Date	27-03-2023	Duration	3

2.3 AUDITOR INFORMATION

Team Leader	Initials	Team Members	Initials
Valliveti JYOTHI	VLJ	Ashok Ahujani	AAJ
		Saravanakumar Kanagaraj	KJSK

2.4 AUDIT SCOPE

Audit Objectives

1. To confirm that the management system conforms with all the requirements of the audit standard(s);
2. To confirm that the organization has effectively implemented its planned arrangements;
3. To confirm that the management system is capable of achieving the organization's policies and objectives and evaluation of the ability of the management system to ensure the client organization meets applicable statutory, regulatory and contractual requirements;
4. If applicable to identify areas for potential improvement of the management system.
5. To confirm that the certified management system(s) conforms with requirements of to the standard, including, but not limited to :
 - a) internal audits and management review,
 - b) a review of actions taken on nonconformities identified during the previous audit,
 - c) treatment of complaints,
 - d) effectiveness of the management system with regard to achieving the certified client's objectives,
 - e) progress of planned activities aimed at continual improvement,
 - f) continuing operational control,
 - g) review of any changes, and
 - h) use of marks and/or any other reference to certification.

Audit Plan

Date - Time Activity	Site Name	Process	Auditor	Comment
26-03-2023 - 09:00 Opening meeting	OCS Express Air Freight Co W.L.L		VLJ, AAJ, KJSK	

Date - Time Activity	Site Name	Process	Auditor	Comment
26-03-2023 - 09:30	OCS Express Air Freight Co W.L.L	QHSE System Management	VLJ	
Audit	Clause :		45K-4.1 Understanding the organization and its context	
	45K-4.2 Understanding the needs and expectations of workers and other interested parties		45K-4.3 Determining the scope of the OH&S management system	
	45K-4.4 OH&S management system		45K-5.1 Leadership and commitment	
	45K-5.2 OH&S policy		45K-5.3 Organizational roles, responsibilities and authorities	
	45K-5.4 Consultation and participation of workers		45K-6.1 Actions to address risks and opportunities	
	45K-6.1.1 General		45K-6.1.2 Hazard identification and assessment of risks and opportunities	
	45K-6.1.3 Determination of legal requirements and other requirements		45K-6.1.4 Planning action	
	45K-6.2 OH&S objectives and planning to achieve them		45K-6.2.1 OH&S objectives	
	45K-6.2.2 Planning to achieve OH&S objectives		45K-7.1 Resources	
	45K-7.2 Competence		45K-7.3 Awareness	
	45K-7.4 Communication		45K-7.4.1 General	
	45K-7.4.2 Internal communication		45K-7.4.3 External communication	
	45K-7.5 Documented information		45K-7.5.1 General	
	45K-7.5.2 Creating and updating		45K-7.5.3 Control of documented information	
	45K-8.1 Operational planning and control		45K-8.1.1 General	
	45K-8.1.2 Eliminating hazards and reducing OH&S risks		45K-8.1.3. Management of Change	
	45K-8.1.4. Procurement		45K-8.2 Emergency preparedness and response	
	45K-9.1 Monitoring, measurement, analysis and performance evaluation		45K-9.1.1 General	
	45K-9.1.2 Evaluation of compliance		45K-9.2 Internal audit	
	45K-9.2.1 General		45K-9.2.2 Internal audit programme	
	45K-9.3 Management review		45K-10.1 General	
	45K-10.2 Incident, nonconformity and corrective action		45K-10.3 Continual improvement	
	45K-Use of marks, and/or reference to the certification		9K-4.1 Understanding the organization and its context	
	9K-4.2 Understanding the needs and expectations of interested parties--		9K-4.3 Determining the scope of the QMS	
	9K-4.4 Quality management system and its processes		9K-5.1 Leadership and commitment	
	9K-5			

Date - Time Activity	Site Name	Process	Auditor	Comment
26-03-2023 - 09:30	OCS Express Air Freight Co W.L.L	Operations - (Courier Services & E-Commerce)	AAJ	

Date - Time Activity	Site Name	Process	Auditor	Comment
Audit	Clause :			45K-4.1 Understanding the organization and its context
	45K-4.2 Understanding the needs and expectations of workers and other interested parties			45K-4.3 Determining the scope of the OH&S management system
	45K-4.4 OH&S management system			45K-5.1 Leadership and commitment
	45K-5.2 OH&S policy			45K-5.3 Organizational roles, responsibilities and authorities
	45K-5.4 Consultation and participation of workers			45K-6.1 Actions to address risks and opportunities
	45K-6.1.1 General			45K-6.1.2 Hazard identification and assessment of risks and opportunities
	45K-6.1.3 Determination of legal requirements and other requirements			45K-6.1.4 Planning action
	45K-6.2 OH&S objectives and planning to achieve them			45K-6.2.1 OH&S objectives
	45K-6.2.2 Planning to achieve OH&S objectives			45K-7.1 Resources
	45K-7.2 Competence			45K-7.3 Awareness
	45K-7.4 Communication			45K-7.4.1 General
	45K-7.4.2 Internal communication			45K-7.4.3 External communication
	45K-7.5 Documented information			45K-7.5.1 General
	45K-7.5.2 Creating and updating			45K-7.5.3 Control of documented information
	45K-8.1 Operational planning and control			45K-8.1.1 General
	45K-8.1.2 Eliminating hazards and reducing OH&S risks			45K-8.1.3. Management of Change
	45K-8.1.4. Procurement			45K-8.2 Emergency preparedness and response
	45K-9.1 Monitoring, measurement, analysis and performance evaluation			45K-9.1.1 General
	45K-9.1.2 Evaluation of compliance			45K-9.2 Internal audit
	45K-9.2.1 General			45K-9.2.2 Internal audit programme
	45K-10.1 General			45K-10.2 Incident, nonconformity and corrective action
	45K-10.3 Continual improvement			9K-4.1 Understanding the organization and its context
	9K-4.2 Understanding the needs and expectations of interested parties--			9K-4.3 Determining the scope of the QMS
	9K-4.4 Quality management system and its processes			9K-5.1 Leadership and commitment
	9K-5.1.1 General			9K-5.1.2 Customer focus
	9K-5.2 Quality policy			9K-5.2.2 Communicating the quality policy
	9K-5.3 Organizational roles, responsibility and authorities			9K-6.1 Actions to address risks and opportunities
	9K-6.2 Quality objectives and planning to achieve them			9K-6.3 Planning of changes
	9K-7.1 Resources			9K-7.1.1 General
	9K-7.1.3 Infrastructure			9K-7.1.2 People
	9K-7.1.4 Environment for the operation of processes			9K-7.1.5 Monitoring and measuring resources
	9K-7.1.6 Organizational knowledge			9K-7.2 Competence
				9K-7.4 Communication

Date - Time Activity	Site Name	Process	Auditor	Comment
	9K-7.3 Awareness		9K-7.5.1 General	
	9K-7.5 Documented information		9K-7.5.3 Control of documented information	
	9K-7.5.2 Creating and updating		9K-7.5.3.2 ()	
	9K-7.5.3.1 ()		9K-8.2 Requirements for products and services	
	9K-8.1 Operational planning and control		9K-8.2.2 Determining the requirements related to products and services	
	9K-8.2.1 Customer communication		9K-8.2.3.1 ()	
	9K-8.2.3 Review of requirements related to products and services		9K-8.2.4 Changes to requirements related to products and services	
	9K-8.2.3.2 ()		9K-8.4.1 General	
	9K-8.4 Control of extern. provided products and services		9K-8.4.3 Information for external providers	
	9K-8.4.2 Type and extent of control		9K-8.5.1 Control of production and service provision	
	9K-8.5 Production and service provision		9K-8.5.3 Property belonging to customers or external providers	
	9K-8.5.2 Identification and traceability		9K-8.5.5 Post-delivery activities	
	9K-8.5.4 Preservation		9K-8.6 Release of products and services	
	9K-8.5.6 Control of changes		9K-9.1 Monitoring, measurement, analysis and evaluation	
	9K-8.7 Control of nonconforming outputs		9K-9.1.2 Customer satisfaction	
	9K-9.1.1 General		9K-9.2 Internal audit	
	9K-9.1.3 Analysis and evaluation		9K-10.1 Improvement - General	
	9K-9.2.2 Internal audit programme		9K-10.3 Continual improvement	
	9K-10.2 Nonconformity and corrective action		14K-4.2 Understanding the needs and expectations of interested parties	
	14K-4.1 Understanding the organization and its context		14K-4.4 Environmental management system	
	14K-4.3 Determining the scope of the EMS		14K-5.2 Environmental policy	
	14K-5.1 Leadership and commitment		14K-6.1 Actions to address risks and opportunities	
	14K-5.3 Organizational roles, responsibility and authorities		14K-6.1.2 Environmental aspects	
	14K-6.1.1. General		14K-6.1.4 Planning action	
	14K-6.1.3 Compliance obligations		14K-6.2.1 Environmental objectives	
	14K-6.2 Environmental objectives and planning to achieve them		14K-7.1 Resources	
	14K-6.2.2 Planning actions to achieve environmental objectives		14K-7.3 Awareness	
	14K-7.2 Competence		14K-7.4.1 General	
	14K-7.4 Communication		14K-7.4.3 External communication	
	14K-7.4.2 Internal communication		14K-7.5.1 General	
	14K-7.5 Documented information		14K-7.5.3 Control of documented information	
	14K-7.5.2 Creating and updating		14K-8.2 Emergency preparedness and response	
	14K-8.1 Operational planning and control		14K-9.1.1 General	

Date - Time Activity	Site Name	Process	Auditor	Comment
	14K-9.1 Monitoring, measurement, analysis and evaluation		14K-9.2 Internal audit	
	14K-9.1.2 Evaluation of compliance		14K-9.2.2 Internal audit programme	
	14K-9.2.1 General		14K-10.2 Nonconformity and corrective action	
	14K-10.1 Improvement - General			
	14K-10.3 Continual improvement			

Date - Time Activity	Site Name	Process	Auditor	Comment
26-03-2023 - 09:30	OCS Express Air Freight Co W.L.L	Operations - (Freight Forwarding & Customs Clerances)	KJSK	

Date - Time Activity	Site Name	Process	Auditor	Comment
Audit	Clause :			45K-4.1 Understanding the organization and its context
	45K-4.2 Understanding the needs and expectations of workers and other interested parties			45K-4.3 Determining the scope of the OH&S management system
	45K-4.4 OH&S management system			45K-5.1 Leadership and commitment
	45K-5.2 OH&S policy			45K-5.3 Organizational roles, responsibilities and authorities
	45K-5.4 Consultation and participation of workers			45K-6.1 Actions to address risks and opportunities
	45K-6.1.1 General			45K-6.1.2 Hazard identification and assessment of risks and opportunities
	45K-6.1.3 Determination of legal requirements and other requirements			45K-6.1.4 Planning action
	45K-6.2 OH&S objectives and planning to achieve them			45K-6.2.1 OH&S objectives
	45K-6.2.2 Planning to achieve OH&S objectives			45K-7.1 Resources
	45K-7.2 Competence			45K-7.3 Awareness
	45K-7.4 Communication			45K-7.4.1 General
	45K-7.4.2 Internal communication			45K-7.4.3 External communication
	45K-7.5 Documented information			45K-7.5.1 General
	45K-7.5.2 Creating and updating			45K-7.5.3 Control of documented information
	45K-8.1 Operational planning and control			45K-8.1.1 General
	45K-8.1.2 Eliminating hazards and reducing OH&S risks			45K-8.1.3. Management of Change
	45K-8.1.4. Procurement			45K-8.2 Emergency preparedness and response
	45K-9.1 Monitoring, measurement, analysis and performance evaluation			45K-9.1.1 General
	45K-9.1.2 Evaluation of compliance			45K-9.2 Internal audit
	45K-9.2.1 General			45K-10.1 General
	45K-10.2 Incident, nonconformity and corrective action			45K-10.3 Continual improvement
	9K-4.1 Understanding the organization and its context			9K-4.2 Understanding the needs and expectations of interested parties--
	9K-4.3 Determining the scope of the QMS			9K-4.4 Quality management system and its processes
	9K-5.1 Leadership and commitment			9K-5.1.1 General
	9K-5.1.2 Customer focus			9K-5.2 Quality policy
	9K-5.2.2 Communicating the quality policy			9K-5.3 Organizational roles, responsibility and authorities
	9K-6.1 Actions to address risks and opportunities			9K-6.2 Quality objectives and planning to achieve them
	9K-6.3 Planning of changes			9K-7.1 Resources
	9K-7.1.1 General			9K-7.1.3 Infrastructure
	9K-7.1.2 People			9K-7.1.4 Environment for the operation of processes
	9K-7.1.5 Monitoring and measuring resources			9K-7.1.6 Organizational knowledge
	9K-7.2 Competence			9K-7.3 Awareness
				9K-7.5 Documented information

Date - Time Activity	Site Name	Process	Auditor	Comment
	9K-7.4 Communication		9K-7.5.2 Creating and updating	
	9K-7.5.1 General		9K-7.5.3.1 ()	
	9K-7.5.3 Control of documented information		9K-8.1 Operational planning and control	
	9K-7.5.3.2 ()		9K-8.2.1 Customer communication	
	9K-8.2 Requirements for products and services		9K-8.2.3 Review of requirements related to products and services	
	9K-8.2.2 Determining the requirements related to products and services		9K-8.2.3.2 ()	
	9K-8.2.3.1 ()		9K-8.4 Control of extern. provided products and services	
	9K-8.2.4 Changes to requirements related to products and services		9K-8.4.2 Type and extent of control	
	9K-8.4.1 General		9K-8.5 Production and service provision	
	9K-8.4.3 Information for external providers		9K-8.5.2 Identification and traceability	
	9K-8.5.1 Control of production and service provision		9K-8.5.4 Preservation	
	9K-8.5.3 Property belonging to customers or external providers		9K-8.5.6 Control of changes	
	9K-8.5.5 Post-delivery activities		9K-8.7 Control of nonconforming outputs	
	9K-8.6 Release of products and services		9K-9.1.1 General	
	9K-9.1 Monitoring, measurement, analysis and evaluation		9K-9.1.3 Analysis and evaluation	
	9K-9.1.2 Customer satisfaction		9K-9.2.2 Internal audit programme	
	9K-9.2 Internal audit		9K-10.2 Nonconformity and corrective action	
	9K-10.1 Improvement - General		9K-* Use of marks, and/or reference to the certification	
	9K-10.3 Continual improvement		14K-4.2 Understanding the needs and expectations of interested parties	
	14K-4.1 Understanding the organization and its context		14K-4.4 Environmental management system	
	14K-4.3 Determining the scope of the EMS		14K-5.2 Environmental policy	
	14K-5.1 Leadership and commitment		14K-6.1 Actions to address risks and opportunities	
	14K-5.3 Organizational roles, responsibility and authorities		14K-6.1.2 Environmental aspects	
	14K-6.1.1. General		14K-6.1.4 Planning action	
	14K-6.1.3 Compliance obligations		14K-6.2.1 Environmental objectives	
	14K-6.2 Environmental objectives and planning to achieve them		14K-7.1 Resources	
	14K-6.2.2 Planning actions to achieve environmental objectives		14K-7.3 Awareness	
	14K-7.2 Competence		14K-7.4.1 General	
	14K-7.4 Communication		14K-7.4.3 External communication	
	14K-7.4.2 Internal communication		14K-7.5.1 General	
	14K-7.5 Documented information		14K-7.5.3 Control of documented information	
	14K-7.5.2 Creating and updating		14K-8.2 Emergency preparedness and response	
	14K-8.1 Operational planning and control		14K-9.1.1 General	

Date - Time Activity	Site Name	Process	Auditor	Comment
	14K-9.1 Monitoring, measurement, analysis and evaluation		14K-9.2 Internal audit	
	14K-9.1.2 Evaluation of compliance		14K-9.2.2 Internal audit programme	
	14K-9.2.1 General		14K-10.2 Nonconformity and corrective action	
	14K-10.1 Improvement - General			
	14K-10.3 Continual improvement			

Date - Time Activity	Site Name	Process	Auditor	Comment
26-03-2023 - 14:00	OCS Express Air Freight Co W.L.L	Purchase	VLJ	

Date - Time Activity	Site Name	Process	Auditor	Comment
Audit	Clause :			45K-4.1 Understanding the organization and its context
	45K-4.2 Understanding the needs and expectations of workers and other interested parties			45K-4.3 Determining the scope of the OH&S management system
	45K-4.4 OH&S management system			45K-5.1 Leadership and commitment
	45K-5.2 OH&S policy			45K-5.3 Organizational roles, responsibilities and authorities
	45K-5.4 Consultation and participation of workers			45K-6.1 Actions to address risks and opportunities
	45K-6.1.1 General			45K-6.1.2 Hazard identification and assessment of risks and opportunities
	45K-6.1.3 Determination of legal requirements and other requirements			45K-6.1.4 Planning action
	45K-6.2 OH&S objectives and planning to achieve them			45K-6.2.1 OH&S objectives
	45K-6.2.2 Planning to achieve OH&S objectives			45K-7.1 Resources
	45K-7.2 Competence			45K-7.3 Awareness
	45K-7.4 Communication			45K-7.4.1 General
	45K-7.4.2 Internal communication			45K-7.4.3 External communication
	45K-7.5 Documented information			45K-7.5.1 General
	45K-7.5.2 Creating and updating			45K-7.5.3 Control of documented information
	45K-8.1 Operational planning and control			45K-8.1.1 General
	45K-8.1.2 Eliminating hazards and reducing OH&S risks			45K-8.1.3. Management of Change
	45K-8.1.4. Procurement			45K-8.2 Emergency preparedness and response
	45K-9.1 Monitoring, measurement, analysis and performance evaluation			45K-9.1.1 General
	45K-9.1.2 Evaluation of compliance			45K-9.2 Internal audit
	45K-10.1 General			45K-10.2 Incident, nonconformity and corrective action
	45K-10.3 Continual improvement			9K-4.1 Understanding the organization and its context
	9K-4.2 Understanding the needs and expectations of interested parties--			9K-4.3 Determining the scope of the QMS
	9K-4.4 Quality management system and its processes			9K-5.1 Leadership and commitment
	9K-5.1.1 General			9K-5.1.2 Customer focus
	9K-5.2 Quality policy			9K-5.2.1 Establishing the quality policy
	9K-5.3 Organizational roles, responsibility and authorities			9K-6.1 Actions to address risks and opportunities
	9K-6.3 Planning of changes			9K-7.1 Resources
	9K-7.1.1 General			9K-7.1.3 Infrastructure
	9K-7.1.2 People			9K-7.1.4 Environment for the operation of processes
	9K-7.1.5 Monitoring and measuring resources			9K-7.1.6 Organizational knowledge
	9K-7.2 Competence			9K-7.3 Awareness
	9K-7.4 Communication			9K-7.5 Documented information
				9K-7.5.2 Creating and updating

Date - Time Activity	Site Name	Process	Auditor	Comment
	9K-7.5.1 General		9K-7.5.3.1 ()	
	9K-7.5.3 Control of documented information		9K-8.1 Operational planning and control	
	9K-7.5.3.2 ()		9K-8.2.1 Customer communication	
	9K-8.2 Requirements for products and services		9K-8.2.3 Review of requirements related to products and services	
	9K-8.2.2 Determining the requirements related to products and services		9K-8.2.3.2 ()	
	9K-8.2.3.1 ()		9K-8.4.1 General	
	9K-8.2.4 Changes to requirements related to products and services		9K-8.4.3 Information for external providers	
	9K-8.4.2 Type and extent of control		9K-8.5.1 Control of production and service provision	
	9K-8.5 Production and service provision		9K-9.1.1 General	
	9K-9.1 Monitoring, measurement, analysis and evaluation		9K-9.1.3 Analysis and evaluation	
	9K-9.1.2 Customer satisfaction		9K-9.2.2 Internal audit programme	
	9K-9.2 Internal audit		9K-10.2 Nonconformity and corrective action	
	9K-10.1 Improvement - General		14K-4.1 Understanding the organization and its context	
	9K-10.3 Continual improvement		14K-4.3 Determining the scope of the EMS	
	14K-4.2 Understanding the needs and expectations of interested parties		14K-5.1 Leadership and commitment	
	14K-4.4 Environmental management system		14K-5.3 Organizational roles, responsibility and authorities	
	14K-5.2 Environmental policy		14K-6.1.1. General	
	14K-6.1 Actions to address risks and opportunities		14K-6.1.3 Compliance obligations	
	14K-6.1.2 Environmental aspects		14K-6.2.1 Environmental objectives	
	14K-6.2 Environmental objectives and planning to achieve them		14K-7.1 Resources	
	14K-6.2.2 Planning actions to achieve environmental objectives		14K-7.3 Awareness	
	14K-7.2 Competence		14K-7.4.1 General	
	14K-7.4 Communication		14K-7.4.3 External communication	
	14K-7.4.2 Internal communication		14K-7.5.1 General	
	14K-7.5 Documented information		14K-7.5.3 Control of documented information	
	14K-7.5.2 Creating and updating		14K-8.2 Emergency preparedness and response	
	14K-8.1 Operational planning and control		14K-9.1.1 General	
	14K-9.1 Monitoring, measurement, analysis and evaluation		14K-9.2 Internal audit	
	14K-9.1.2 Evaluation of compliance		14K-9.2.2 Internal audit programme	
	14K-9.2.1 General		14K-10.2 Nonconformity and corrective action	
	14K-10.1 Improvement - General			
	14K-10.3 Continual improvement			

Date - Time Activity	Site Name	Process	Auditor	Comment
26-03-2023 - 14:00	OCS Express Air Freight Co W.L.L	Office Tour	AAJ	

Date - Time Activity	Site Name	Process	Auditor	Comment
Audit	Clause :			45K-4.1 Understanding the organization and its context
	45K-4.2 Understanding the needs and expectations of workers and other interested parties			45K-4.3 Determining the scope of the OH&S management system
	45K-4.4 OH&S management system			45K-5.1 Leadership and commitment
	45K-5.2 OH&S policy			45K-5.3 Organizational roles, responsibilities and authorities
	45K-5.4 Consultation and participation of workers			45K-6.1 Actions to address risks and opportunities
	45K-6.1.1 General			45K-6.1.2 Hazard identification and assessment of risks and opportunities
	45K-6.1.3 Determination of legal requirements and other requirements			45K-6.1.4 Planning action
	45K-6.2 OH&S objectives and planning to achieve them			45K-6.2.1 OH&S objectives
	45K-6.2.2 Planning to achieve OH&S objectives			45K-7.1 Resources
	45K-7.2 Competence			45K-7.3 Awareness
	45K-7.4 Communication			45K-7.4.1 General
	45K-7.4.2 Internal communication			45K-7.4.3 External communication
	45K-7.5 Documented information			45K-7.5.1 General
	45K-7.5.2 Creating and updating			45K-7.5.3 Control of documented information
	45K-8.1 Operational planning and control			45K-8.1.1 General
	45K-8.1.2 Eliminating hazards and reducing OH&S risks			45K-8.1.3. Management of Change
	45K-8.1.4. Procurement			45K-8.2 Emergency preparedness and response
	45K-9.1 Monitoring, measurement, analysis and performance evaluation			45K-9.1.1 General
	45K-9.1.2 Evaluation of compliance			45K-10.2 Incident, nonconformity and corrective action
	45K-10.3 Continual improvement			9K-4.1 Understanding the organization and its context
	9K-4.2 Understanding the needs and expectations of interested parties--			9K-4.3 Determining the scope of the QMS
	9K-4.4 Quality management system and its processes			9K-5.1 Leadership and commitment
	9K-5.1.1 General			9K-5.1.2 Customer focus
	9K-5.2 Quality policy			9K-5.2.2 Communicating the quality policy
	9K-5.3 Organizational roles, responsibility and authorities			9K-6.1 Actions to address risks and opportunities
	9K-7.1 Resources			9K-7.1.1 General
	9K-7.1.3 Infrastructure			9K-7.1.2 People
	9K-7.1.4 Environment for the operation of processes			9K-7.1.5 Monitoring and measuring resources
	9K-7.1.6 Organizational knowledge			9K-7.2 Competence
	9K-7.3 Awareness			9K-7.4 Communication
	9K-7.5 Documented information			9K-7.5.3 Control of documented information
	9K-7.5.3.1 ()			9K-7.5.3.2 ()
				14K-4.2 Understanding the needs and expectations of interested parties

Date - Time Activity	Site Name	Process	Auditor	Comment
	14K-4.1 Understanding the organization and its context		14K-4.4 Environmental management system	
	14K-4.3 Determining the scope of the EMS		14K-5.2 Environmental policy	
	14K-5.1 Leadership and commitment		14K-6.1 Actions to address risks and opportunities	
	14K-5.3 Organizational roles, responsibility and authorities		14K-6.1.2 Environmental aspects	
	14K-6.1.1. General		14K-6.1.4 Planning action	
	14K-6.1.3 Compliance obligations		14K-6.2.1 Environmental objectives	
	14K-6.2 Environmental objectives and planning to achieve them		14K-7.1 Resources	
	14K-6.2.2 Planning actions to achieve environmental objectives		14K-7.3 Awareness	
	14K-7.2 Competence		14K-7.4.1 General	
	14K-7.4 Communication		14K-7.4.3 External communication	
	14K-7.4.2 Internal communication		14K-7.5.1 General	
	14K-7.5 Documented information		14K-7.5.3 Control of documented information	
	14K-7.5.2 Creating and updating		14K-8.2 Emergency preparedness and response	
	14K-8.1 Operational planning and control		14K-9.1.1 General	
	14K-9.1 Monitoring, measurement, analysis and evaluation		14K-9.2 Internal audit	
	14K-9.1.2 Evaluation of compliance		14K-9.2.2 Internal audit programme	
	14K-9.2.1 General		14K-10.2 Nonconformity and corrective action	
	14K-10.1 Improvement - General			
	14K-10.3 Continual improvement			

Date - Time Activity	Site Name	Process	Auditor	Comment
26-03-2023 - 14:00	OCS Express Air Freight Co W.L.L	HR & Admin	KJSK	

Date - Time Activity	Site Name	Process	Auditor	Comment
Audit	Clause :			45K-4.1 Understanding the organization and its context
	45K-4.2 Understanding the needs and expectations of workers and other interested parties			45K-4.3 Determining the scope of the OH&S management system
	45K-4.4 OH&S management system			45K-5.1 Leadership and commitment
	45K-5.2 OH&S policy			45K-5.3 Organizational roles, responsibilities and authorities
	45K-5.4 Consultation and participation of workers			45K-6.1 Actions to address risks and opportunities
	45K-6.1.1 General			45K-6.1.2 Hazard identification and assessment of risks and opportunities
	45K-6.1.3 Determination of legal requirements and other requirements			45K-6.1.4 Planning action
	45K-6.2 OH&S objectives and planning to achieve them			45K-6.2.1 OH&S objectives
	45K-6.2.2 Planning to achieve OH&S objectives			45K-7.1 Resources
	45K-7.2 Competence			45K-7.3 Awareness
	45K-7.4 Communication			45K-7.4.1 General
	45K-7.4.2 Internal communication			45K-7.4.3 External communication
	45K-7.5 Documented information			45K-7.5.1 General
	45K-7.5.2 Creating and updating			45K-7.5.3 Control of documented information
	45K-8.1 Operational planning and control			45K-8.1.1 General
	45K-8.1.2 Eliminating hazards and reducing OH&S risks			45K-8.1.3. Management of Change
	45K-8.1.4. Procurement			45K-8.2 Emergency preparedness and response
	45K-9.1 Monitoring, measurement, analysis and performance evaluation			45K-9.1.1 General
	45K-9.1.2 Evaluation of compliance			45K-9.2 Internal audit
	45K-9.2.1 General			45K-9.2.2 Internal audit programme
	45K-10.1 General			45K-10.2 Incident, nonconformity and corrective action
	45K-10.3 Continual improvement			9K-4.1 Understanding the organization and its context
	9K-4.2 Understanding the needs and expectations of interested parties--			9K-4.3 Determining the scope of the QMS
	9K-4.4 Quality management system and its processes			9K-5.1 Leadership and commitment
	9K-5.1.1 General			9K-5.1.2 Customer focus
	9K-5.2 Quality policy			9K-5.2.2 Communicating the quality policy
	9K-5.3 Organizational roles, responsibility and authorities			9K-6.1 Actions to address risks and opportunities
	9K-6.2 Quality objectives and planning to achieve them			9K-6.3 Planning of changes
	9K-7.1 Resources			9K-7.1.1 General
	9K-7.1.3 Infrastructure			9K-7.1.2 People
	9K-7.1.4 Environment for the operation of processes			9K-7.1.5 Monitoring and measuring resources
	9K-7.1.6 Organizational knowledge			9K-7.2 Competence
				9K-7.4 Communication

Date - Time Activity	Site Name	Process	Auditor	Comment
	9K-7.3 Awareness 9K-7.5 Documented information 9K-7.5.2 Creating and updating 9K-7.5.3.1 () 9K-8.4 Control of extern. provided products and services 9K-8.4.2 Type and extent of control 9K-8.5 Production and service provision 9K-9.1.1 General 9K-9.2.2 Internal audit programme 9K-10.2 Nonconformity and corrective action 14K-4.1 Understanding the organization and its context 14K-4.3 Determining the scope of the EMS 14K-5.1 Leadership and commitment 14K-5.3 Organizational roles, responsibility and authorities 14K-6.1.1. General 14K-6.1.3 Compliance obligations 14K-6.2 Environmental objectives and planning to achieve them 14K-6.2.2 Planning actions to achieve environmental objectives 14K-7.2 Competence 14K-7.4 Communication 14K-7.4.2 Internal communication 14K-7.5 Documented information 14K-7.5.2 Creating and updating 14K-8.1 Operational planning and control 14K-9.1 Monitoring, measurement, analysis and evaluation 14K-9.1.2 Evaluation of compliance 14K-9.2.1 General 14K-10.1 Improvement - General 14K-10.3 Continual improvement	9K-7.5.1 General 9K-7.5.3 Control of documented information 9K-7.5.3.2 () 9K-8.4.1 General 9K-8.4.3 Information for external providers 9K-9.1 Monitoring, measurement, analysis and evaluation 9K-9.2 Internal audit 9K-10.1 Improvement - General 9K-10.3 Continual improvement 14K-4.2 Understanding the needs and expectations of interested parties 14K-4.4 Environmental management system 14K-5.2 Environmental policy 14K-6.1 Actions to address risks and opportunities 14K-6.1.2 Environmental aspects 14K-6.1.4 Planning action 14K-6.2.1 Environmental objectives 14K-7.1 Resources 14K-7.3 Awareness 14K-7.4.1 General 14K-7.4.3 External communication 14K-7.5.1 General 14K-7.5.3 Control of documented information 14K-8.2 Emergency preparedness and response 14K-9.1.1 General 14K-9.2 Internal audit 14K-9.2.2 Internal audit programme 14K-10.2 Nonconformity and corrective action		
26-03-2023 - 16:00 Closing meeting	OCS Express Air Freight Co W.L.L		VLJ, AAJ, KJSK	

Date - Time Activity	Site Name	Process	Auditor	Comment
27-03-2023 - 09:00 Reporting	OCS Express Air Freight Co W.L.L		VLJ	

Audit plan preparation date

19-03-2023

Comment

Scope of IMS Certification:

" Freight Forwarding, Customs Clearance, Courier Services, Logistics Services related to e-commerce".

ISO 9001 Expected Outcome

(1) For the defined certification scope, an organization with a certified QMS consistently provides products that meet customer and applicable statutory & regulatory requirements, and aims to enhance customer satisfaction

(2) To achieve conforming products & provide confidence that the organization has a QMS that conforms to applicable requirements of ISO 9001

What ISO 9001 accredited certification does not mean:

(1) It is important to recognize that ISO 9001 defines the requirements for an organization's QMS, not for its products. Certification to ISO 9001 should provide confidence in organization's ability to "consistently provide product that meets customer and applicable statutory and regulatory requirements". It does not necessarily ensure that the organization will always achieve 100% product conformity, though this should be a permanent goal.

(2) ISO 9001 certification does not imply that the organization is providing a superior product, or that the product itself is certified as meeting the requirements of an ISO (or any other) standard or specification.

Expected Outcomes for Accredited Certification to ISO 14001:2015:

The organization, with its environmental management system, with the scope as validated by the audit team, was found to be managing its interactions with the environment and is demonstrating its commitment to:

(1) For the defined certification scope, an organization with a certified EMS is managing its interactions with the environment & is demonstrating its commitment to preventing pollution, meeting applicable legal/other requirements, continually enhancing its EMS so as to have improvements in its environmental performance.

(2) The accredited certification process is expected to ensure that the organization has an EMS, suitable for the nature of its activities, products & services, that conforms to the requirements of ISO 14001.

What ISO 14001 accredited certification does not mean-

(1) ISO 14001 defines the requirements for an organization's EMS, but does not define specific environmental performance criteria.

(2) Certification to ISO 14001 provides confidence in organization's ability to meet its own environmental policy, including the commitments therein. It does not ensure that the organization is achieving optimal environmental performance or will be able to prevent any environmental accidents.

Additional comment:

The plan is based upon your department/process structure and also refers the requirements of the audit criteria to be verified in each department/process, but maybe amended by the Lead

Auditor after the opening meeting to better reflect your organizational needs. The areas/departments and requirements to be verified in each area listed above are just tentative areas to be covered during the visit, the audit team leader has the authority to amend the plan by deleting or adding activities to ensure the appropriate coverage of the relevant areas and to achieve the audit objectives.

General & legal compliance requirements

The process of identifying the applicable legal and other requirements is effective. The organization has a process of evaluating the compliance with the legal and other requirements. No non-conformance reported in the compliance to legal / other requirement. The legal and other requirements was seen and verified and all are addressed in the Appendix-1.

- Ministry of Commerce & Industry License No:2017/9927 (S.C), Valid till: 24.05.2025
- Kuwait Chamber of Commerce & Industry Registration No:381390 Valid till: 31.12.2023
- Kuwait Import License No:85121, Valid till: 26.07.2023
- Kuwait Fire Service Directorate Department (KFSD) Registration: 222901766, Valid till: 24.02.2024
- The Public authority for Civil Information No:571551, Valid till: 24.05.2025

3 AUDIT PROCESS

3.1 AUDITOR NOTES / SIGNIFICANT AUDIT TRAILS

Auditor	Date	Process	Standard	Contacts
Valliveti JYOTHI	26-03-2023	QHSE System Management	ISO 14001:2015 ISO 9001:2015 ISO 45001:2018	Mrs. Shaji Joby – Management Representative
Notes				
<p>QHSE Manual is identified as OCS-IMSM-01 Issue 2 Rev 0 dated 02.03.2022.</p> <p>The manual was reviewed for its adequacy and found all the clauses were addressed in line with the standard ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018.</p> <p>The scope of management system "Freight Forwarding, Customs Clearance, Courier Services, Logistics Services related to e-commerce" found documented in serial number 4 page 12 of 29 of manual.</p> <p>All the clauses of ISO 14001 and ISO 45001 Standards are applicable to OCS, except the following ISO 9001:2015 Clauses. Justification for the exclusions is also given below:</p> <p>ISO 9001:2015 Clause No 8.3 -Design & Development of Products and Services</p> <p>ISO 9001:2015 Clause No 8.5.1(f)- Control of Production & Service Provision</p> <p>OCS is specialized only in Freight Forwarding, Courier & Customs Clearance Services and no design is involved in the process. So Clause 8.3 excluded from the scope of the IMS, and no design is involved in the process. So this clause is excluded from the scope of the IMS, Moreover there are no special processes applicable to the Quality Management System at OCS, since the services offered by OCS could be verified by monitoring and measurement, and so Clause 8.5.1(f) is not applicable for their quality management system and is therefore excluded .These exclusions does not affect the capability of OCS to deliver the products/services as per customer requirements and applicable statutory and regulatory requirements. Justification is acceptable</p> <p>Process interaction has been defined adequately in Annexure IV of the manual.</p> <p>QHSE policy OCS-QHSEP Issue 2 Rev 0 dated 02.03.2022 approved by Managing Director found established in line with the requirements of the standard. The policy found displayed at various locations within the organization and available to all interested parties.</p> <p>The achievement of policy commitments evident through objectives, compliance of applicable legal and other requirements and QHSE performance review. Also achievement of policy commitments were verified by relevant auditors audited and found that no negative findings were reported against the achievement of policy commitments.</p> <p>QHSE objectives for 2023 were established and found measurable (Format OCS-MR-F14 Issue1 Rev 0). The management programs to achieve this objective were found available with time frame, target and responsibility. The monitoring of the objectives and subsequent action taken are satisfactory to achieve results</p> <p>Verified sample Objectives</p> <p>Q-Obj</p> <p>Process/ Department - HR</p> <p>Objectives - Skill up gradation through training</p> <p>Targets – 3 trainings</p> <p>Action Plan - By External Training through consultant</p> <p>Responsibility - HR & Admin In Charge</p> <p>Resources - HR Executive & Competent Trainers (Internal & external)</p> <p>Measurement Tool - By Internal /Departmental Reviews</p> <p>Status As on 20.03.2023 - 2 Trainings conducted</p> <p>OHSE Obj</p>				

Policy Commitment - Prevent & Reduce Pollution

Objectives - Reduce Oil Spillage Instances during Land Transportation

Target Quantity - Zero

Action Plan/ Management Programs - By ensuring that maintenance of vehicles is done in a careful manner and ensure availability of spill trays while doing maintenance or oil changes

Responsibility - Operations Supervisor & HSE In Charge

Resources Required - Competent Maintenance & HSE Staff

Measurement Tool - Regular HSE Inspections by HSE In Charge

Monitoring Frequency - Six Monthly

As on 20.03.2023 - No spillages reported in the last 12 months

Policy Commitment - Build HSE awareness

Objectives - All key staff to undergo training related to HSE every year.

Target Quantity - 2

Action Plan/ Management Programs - By in- house and external trainings

Responsibility - HSE In Charge

Resources Required - Competent HSE Staff and Internal/External Trainers

Measurement Tool - Regular HSE Inspections by HSE In Charge

Monitoring Frequency - Six Monthly

As on 25.4.2022 - Two Trainings conducted

Responsibilities, authorities and accountabilities are assigned by top management & defined in the job description and the sample of job description ref: OCS-JD-20 Rev 0 for Warehouse executive, OCS-JD-22 Rev 0 for Forwarding Executive are verified.

A methodology is established to plan and control changes. -list of affected documents/processes is determined and necessary actions are taken to mitigate the impact – Currently no change happened within the organization ref Procedure for management of changes OCS-COMN 07 Issue 2 Rev 0 dated 02.03.2022 to manage the different changed like business restructuring , work procedures etc.

The organization has determined the knowledge required for the operation of the identified processes to achieve the conformity to its products and services. The knowledge found maintained and made available to the necessary extend. The organization has considered the current knowledge to determine the same. Mechanism is found in place to acquire additional knowledge with updates. Verified procedure for organizational knowledge and training OCS -COMN-06 Rev 00 Issue 02 dated 02.03.2022.

Following are few methods /techniques used to maintain organizational knowledge

Tender lost analysis

Customer feedback analysis

Lessons learned after completion of projects

Trainings

Exhibition and seminars

Context of the organization:

OCS has determined the 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 integrated management system. The following are the key internal and external issues identified by OCS related to the implementation of the IMS:

Internal and external issues are identified vide doc# OCS - MR - F 17 Issue 2 Rev 0, dt 02.03.2022. Internal and external issues found last reviewed and updated on 15.01.2023

Internal Issues: Compliance to the business strategy laid out by the management, meeting the company policies and procedures including HSE Policies and Procedures, employee dissatisfaction resulting from lack of adhere to the HR Policies and procedures, Change in Key persons/Organization Structure and etc.

External Issues: Non Compliance to the Kuwait Government Rules, Lack of adherence to regulatory bodies guidelines, unstable political situation including war, drastic changes in oil prices, Client gate pass issues and etc.

These internal and external issues, which have been identified, are relevant to the organizations purpose and strategic direction. The concerned auditee are aware about these issues. There is a process in place for a periodic monitoring, mitigation & review for any changes to these external & internal issues. The external and internal issues are monitored and reviewed at planned intervals through activities such as management review and operation meeting.

Needs & Expectations of all interested parties including workers:

Needs & Expectations of all interested parties are identified under IMS manual vide doc# OCS-IMSM-01 Issue 2 Rev 0 dated 02.03.2022, section 4, page 11 of 29. The main interested parties for OCS include Clients, Suppliers, Employees/Workers, Service Providers, Sub contractors, Main Contractors and neighboring companies, Sister Concerns, Kuwait Government, Regulatory Bodies and the society. The needs and expectations of interested parties are identified and are mentioned as part of the concerned procedures and management of OCS is always committed to fulfil the needs and expectations of all interested parties.

Risks & Opportunities:

The organization has established procedure for process risk analysis OCS-COMN 06 Issue 2 Rev 0 dated 02.03.2022. The QMS risk has been identified and documented in vide document process risk analysis (Doc. OCS MR F20 Issue 02 Rev 00 dated 02.03.2022) which shows risk element, severity rating, risk rating, control and residual risk.

Verified process risk analysis OCS -Risk -01 dated 02.03.2022 of QHSE dept. reviewed on 15.1.2023. Some of the risk identified are: Lack of adherence to Document Control Procedure requirements, Lack of adherence to Records Control Procedure requirements, Lack of conduct of Internal Audits as per Procedure, conduct of Management Review as per Procedure.

Verified process related opportunities (Doc. OCS MR F 19 Issue 2 Rev 0). Some of the opportunities identified dated 15.01.2023 are:

Safety Awards & Recognition; environmental campaigns, reduction of paper consumption shall be planned and implemented, To develop a software for managing Operations by Land, Air & Sea and Courier

HSE risk and opportunities has been identified and documented in vide document OCS MR F21 Issue 2 Rev 0 dated 02.03.2022 which shows risk element, severity rating, risk rating, control and residual risk Risks: Failure to meet K EPA requirements, Failure of maintain EMS certification, High energy use, Poor waste management, Environmental Incidents and hiring unsuitable candidates.

Opportunities: Use of environmentally safe products, Purchase of energy efficient appliances, Optimization of resources, Energy management, Reuse/recycling of waste disposal etc

Adequate mitigation actions are being taken for the risks & opportunities identified. The HSE Risk and opportunities has been last reviewed for adequacy dated 15.1.2023.

The approach of the organization to determine the risks & opportunities, assessment & prioritization of the same and status of implementation of the action plan to mitigate the risks or capitalize on the opportunities is found to be satisfactory. The organization has considered the possibility of converting risks to opportunities while also determining if any risks were associated with the opportunities identified.

Environmental aspects & impacts & occupational health & safety hazards & risks have been identified as a common exercise and documented. The identification of environmental aspects & impacts & Occupational health & safety hazards & risks was found to be adequate.

The mechanism of identifying and rating environmental aspects as well as OH&S hazards and risks was found established and documented in the management system procedures. The procedure defines the methodology to identify and rate aspects significance and OH&S hazards.

The organization has effectively assessed and determined the controls for the identified significant impact/ risk in a hierarchy basis as per the established procedures and its activities and the records are evidenced.

Procedure for environmental aspects and impacts assessment and hazards identification and risk assessment OCS-HSE-01 Rev 00 dated 02.03.2022 was verified.

Hazard and Risk assessment Form vide doc # OCS-HSE-F01 Rev. 0 has been reviewed by the process owners dated

15.01.2023 (Risk assessment and risk control register) – verified sample risk register doc# OCS-Risk 13 dated 15.01.2023 on social factors and found covered the all related activities mainly with Identified hazards, risk rating and determined control measures.

It was observed with respect to the identified hazards associated with the above mentioned activities, there are nos. of Control measures have been determined to bring down the risk level.

The identification of environmental aspect Impact has been done adequately vide document OCS-HSE-F-02 Issue 2 Rev 0 dated 15.01.2023. This EAIA Assessment has covered the following areas: air emissions, natural resource use, heat and fire, electrical waste generation, Power consumption, Diesel consumption

Aspect- Build –up of Solid Waste

Impact- Land Pollution

Significance -2

Significance-Low Significance

Legal requirement – KEPA regulation

Control measure- Compliance to Housekeeping Procedure, Immediately remove the debris and store it in a proper place and dispose off the same in a timely manner, Giving awareness to the worker through trainings.

Significant environmental aspects are captured during the aspect / impact analysis and found documented in aspect and impact register. Significant aspects are identified and monitoring & control mechanism is in place.

The control measures are in place to prevent or minimize the pollution related to earth, water and air.

All applicable legal and other requirements were identified and the system of access to the legal requirements and updating was found effective

Verified internal audit schedule for the year 2023. (Doc. OCS-MR-F-09 Issue 2 Rev 0)

All the processes were covered during the internal audit. The frequency of internal audit has been defined as once in a year. Internal audit schedule released on 14.03.2023.

Last Internal audit conducted 21.03.2022. internal auditors use audit checklist to conduct the audit, checked and verified audit checklist for the process Operations- courier.

Verified internal audit summary report (Doc OCS-MR-F08 Issue 2 Rev 0, Nil NCR raised during the internal audit.

Management review meeting has been conducted on 21.02.2023 .Verified the minutes of meeting ULC- MRM-01/2023 (Doc. OCS-MR-F-13 Issue 2 Rev 0) and found the agenda in line with the requirements of the standard ISO 9001:2015, ISO 14001; 2015 and ISO 45001:2018 . All the mandatory inputs of MRM were reviewed in addition to the objectives/key performance indicators. MRM is found to be conducted on core issues and found to be effective.

Customer feedback is taken from key customers. There is procedure for capturing customer complaints and their registration, There is a system of constant interaction with the customer to understand their concerns, requirements, etc.

A method is in place to monitor customer perception about organization's performance, found implemented as per established procedure;

Verified procedure for customer feedback and complaint handling OCS-COMN-08 Issue 2 Rev 0 dated 02.03.2022.

Customer satisfaction is being monitored for each of the customers in customer feedback form (Doc.

OIC-QHSEP-COMN-08 –F02 Rev 0)

Feedback about performance was found to good.

The customer feedback are verified and found received from various customers and the data analysis for feedback received from 13 customers, dated 21.03.2023 are verified and found the overall satisfaction is 93.3%.

Verified a sample customer feedback dated 20.03.2023 from Emcor International Gen Trd and found client has given excellent and good rating

25 customer complaints have been reported in the last 12 months. sample complaint verified customer : Mr. Yousef Al Hamdain, dated 14.03.2023, complaint on damage goods received . Root cause analysis, correction and corrective action is taken found adequate and closed on 15.03.2023.

Procedure for control of nonconforming product/service OCS –COMN-01 Issue 2 Rev 0 dated 02.03.2022 was verified.

System is in place to capture non-conforming products / services and to take action. However no non- conformities

has been reported in last one year

Data analysis is performed over the data gathered for evaluating the customer satisfaction and the analysis of service quality /process performances, HSE performances, achievements on QHSE Objectives. Based on the result of data analysis, the management decides the achieved level of organization's performance and actions are initiated where required. It seems that organization continually improves the effectiveness of QHSE.

Emergency preparedness is checked by mock drill.

Verified mock drill plan for the year 2023. (Doc. OCS-HSE-F10 Issue 2 Rev 0)

Emergency mock drill was conducted on 13.02.2023 at OCS Office & Warehouse premises .The report was verified, which identifies the gap areas and the action needed for the same

The organization has appointed a Management Representative, who is a member of the organization's management, with defined responsibilities, authorities and accountabilities towards the QMS, EMS & OHSMS. Verified circular dated 03.04.2022 from Managing Director for the appointment of management representative.

Mr. Mohammed Azharuddin Dharvesh has been appointed as employee representative .Refer circular dated 03.04.2022.

Procedure for HSE legal compliance OCS-HSE-05, Rev:0, Issue:02, dated 02.03.2022 was verified.

Legal register, ref: OSC -HSEP-HSE-F05 Issue 2 Rev 0verified and found Kuwait labour law, Kuwait environment public authority, and KOC/ KNPC hse requirements, Kuwait fire service directorate are identified and the annual compliance status dated 15.01.2023.

A method is in place to ensure the organization's continuing compliance with the customer and relevant regulatory requirements. Knowledge and understanding of compliance status is retained via documented information. All applicable legal and other requirements were identified and the system of access to the legal requirements and updating was found effective.

Light and noise measurement found carried out for Reception, Management Office and Warehouse vide report dated 15-02-2023 and all parameters found recorded on approved template ref. no. OCS -HSE-F07 Issue 2 Rev.0 dated 02.03.2022.

A process is in place for internal and external communication within the organization as well as to external interested parties that includes the effectiveness of the QHSE management system through planned meetings & management reviews and customer feedback/complaint. Found effectively implemented. Externally communication for the organization's significant aspects is recorded in the IMS Manual referenced above. No adverse communication reported within the QHSE management system.

Procedure for waste management OCS -HSE-OCP-11 Issue 2 Rev 00 dated 02.03.2022.

Waste record (General waste/plastic /Hazardous) found maintained in register.

The company's understanding of continual improvement is linked to the 'Risk Based-Thinking' in strategic decisions. The management's philosophy is to set the right priorities linked to Business risks and opportunities. Company's analysis and concept of risk based thinking and the actions taken to address risk verified and found satisfactory. Management system continual relevance and applicability to the scope of certification (refer system conformance) Improvement of the management system in order to enhance overall performance (refer Achievement of policy Commitment, System Conformance, Conformance to process performance, internal audit & management review) Operation of the certified management system contributes to the achievement of the organization's policy and objectives

Communication, Participation and consultation of workers:

The organization has documented procedure for PARTICIPATION, CONSULTATION AND COMMUNICATION PROCEDURE vide doc# OCS -HSE 02, Rev 0. The Workers communication and participation is addressed through 1) HSE communication meetings, 2) HSE hazards and risk assessment & aspect -Impact assessment, 3) Incident reporting and incident investigation.

Employee representative is designated, who co-ordinates with employees for effective resolution of all HSE related

issues . Moreover HSE Tool Box Meetings are conducted on a weekly basis ,wherein the employees interact with HSE In charge and operations Manager regarding HSE issues and also provide their suggestions for improving HSE Performance

Interview with Worker representative:

Mr. Mohammed Azharuddin Dharvesh has responsibility for Occupational Health and Safety compliance by motivating the workers and addressing the open communication within the organization by the workers without obstacles and reprisals and threat of reprisals. The worker representative has participated in giving inputs during review of hazard risk assessment, HSE walk through.

Checked Minutes of meeting of HSE committee meeting dated 13.02.2023, found the participation of employee represented evident from the minutes of meeting.

Incident reporting and Investigation:

The organization has developed a procedure for incident reporting and investigation. The organization's procedure vide doc ref: OCS-HSE 04, issue -02, rev: 00, dated 02/03/2022.

HSE Basic First aid & CPR training conducted on 19.03.2023, verified certificate issued to Mr. Clensy D Costa Ref# MIMC-23.B2.16 HS-BFA-862 dated 19.03.2023, certificate valid till 18.03.2025

Verified monthly HSE safety statistics report for the period of Jan-Mar 2023 and found data analysis of HSE being adequately captured.

Auditor	Date	Process	Standard	Contacts
Ashok Ahujani	26-03-2023	Office Tour	ISO 14001:2015 ISO 9001:2015 ISO 45001:2018	Mrs. Shaji Joby –Chief Financial Officer Mr.Mohammad Azharuddin – Employee Representative
Notes				
<p>Office round was taken for verification of the physical compliances pertinent to HSE requirements as per ISO 14001 & ISO 45001.</p> <p>1ST Floor -Adequate display of safety and environment awareness posters. All the personnel were aware of the emergency preparedness and response procedures. Adequate display of emergency numbers at all other prominent locations. The assembly points were clearly marked on the emergency evacuation plan.</p> <p>First aid box were also available on the each floor-checked and verified.</p> <p>Adequate number of fire extinguisher were available at many locations.</p> <p>The assembly point is clearly marked and is visible to all the employees as well as the visitors entering the office premises. The toilets are cleaned and housekeeping was adequate at all the floor within the office premises. The steps for climbing up and down the first floor and basement is provided with adequate handrails to maintain the three point contact.</p> <p>Awareness training were taken for all the personnel and emergency drill were conducted –records of the drills conducted were verified during the audit of emergency preparedness and response process.</p> <p>Interacted with the auditee and awareness level was adequate in regards to the Internal and external issues, interested parties needs and expectation, QHSE Objectives, QHSE policy, Hazards/aspect & risk and Impact assessment, emergency evacuation.</p>				

Auditor	Date	Process	Standard	Contacts
Saravanakumar Kanagaraj	26-03-2023	HR & Admin	ISO 14001:2015 ISO 9001:2015 ISO 45001:2018	Mr. Talal –HR & Admin Incharge
Notes				
<p>This is a support process and this process is responsible recruitment and training of the Office staff.</p> <p>The organization has a system of addressing the roles, responsibilities, authorities and accountabilities through the Job description.</p> <p>The procedure for organization knowledge and training available checked and verified-.vide doc no-OCS-COMN-10 .The approval of the procedure was available checked and verified.</p> <p>Verified –Responsibilities, authorities, accountabilities, qualification and skills defined in the records for the job description for Inbound Key account vide doc ref: OCS/HR/F-06, dated 02/01/2022. Department –Courier Operation. Id no: OCS-070. Date of Joining – 01/12/2019. Organization has a system of addressing the KPI for each position, vide doc ref: OCS/KPI/OC/05/2021.</p> <p>Verified the sample of employee file Mrs.Tasmia Saif, Employee ID ref: 040, Designation: Sales Coordinator.</p> <p>Verified the sample of employee file Mr.Abdul Muneer, Employee ID ref: 021, Designation: Sales Executive.</p> <p>Annual training plan for 2023 are verified and found 3 training are planned.</p> <p>The basic First Aid & CPR training was conducted on 19.03.2023, verified the training certificates and found 4 persons are trained by Maqlink Consultant.</p> <p>The basic Fire Fighting training was conducted on 20.03.2023, verified the training certificates and found 4 persons are trained by Maqlink Consultant.</p> <p>The identification of external & Internal Issues have been done adequately vide document OCS-MR- F16 & OIC-MR-F17 Issue 2 Rev 0 dated 15.01.2023</p> <p>The identification of interested parties & their requirements have been done adequately.</p> <p>The identification of Risk & opportunities have been done adequately vide document OCS -MR-F21 Issue 2 Rev 0 dated 15.01.2023</p> <p>Verified process risk analysis OCS-Qrisks -12 dated 15.01.2023 of operations. Some of the risk identified are: late delivery of cargo to client site, mistakes during preparation of shipping documents leading to rejections from customs, late delivery of items to customer, damage of items due to poor packing and exposure to poor weather</p> <p>Assessment of OH&S risks and other risks to the OH&S management system has been done adequately.</p> <p>Assessment of OH&S opportunities and other opportunities for the OH&S management system has been done adequately.</p> <p>There is an effective system for doing consultation & participation.</p> <p>All levels of workers are found to be involved in decision making/providing views related to OHS issues.</p> <p>QHSE objectives have been established & documented for the function.</p> <p>The monitoring of the objectives are being adequately done.</p> <p>Needful action is being taken to ensure the achievement of the targets of the objectives.</p> <p>The system of evaluation of legal compliance was found to be adequate.</p> <p>The system of evaluation of compliance for legal & other requirements was found to be adequate.</p> <p>There are no other requirements applicable for this process organization.</p> <p>Organizational roles, responsibilities, authorities & accountability has been adequately documented & communicated.</p> <p>Verified for a sample designation – Operations Supervisor (vide document – OCS023).</p> <p>Concerned person is having the knowledge of his roles, responsibilities, authorities & accountability.</p> <p>There is a system established to monitor and measure the interested parties feedback, reviewed the customer feedback through the minutes of meeting ref: OCS-MR-F-13 dated 21.02.2023and found satisfactory. The Employees are identified as main interested parties for OHS, however there is no evidence for employee feedback for the OH & S management system. Refer NCR.</p> <p>Interacted with auditee about QHSE policy, emergency evacuation, waste management, internal & external issues and risk & opportunities and found the awareness level is adequate.</p>				

Auditor	Date	Process	Standard	Contacts
Saravanakumar Kanagaraj	26-03-2023	Operations - (Freight Forwarding & Customs Clerances)	ISO 14001:2015 ISO 9001:2015 ISO 45001:2018	Ms. Mahima Perera- Operations
Notes				
<p>This Process is responsible for planning and executing the freight forwarding and customs clearance services operations as per customer requirements.</p> <p>This process is also responsible for the identification and review of customer requirements, needs, feasibility and review of orders, customer communications, customer feedback & Analysis and promotion of Freight forwarding business for OCS.</p> <p>The Freight forwarding operations procedures are identified with revision status and the following evident:</p> <p>Export operations ref. no. OCS-operations 01 issue 1 rev. 0 dated 01-10-2018</p> <p>Import operations ref. no. OCS-operations 02 issue 1 rev. 0 dated 01-10-2018</p> <p>Re-export operations ref. no. OCS-operations 03 issue 1 rev. 0 dated 01-10-2018</p> <p>Temporary export operations ref. no. OCS-Customs clearance 04 issue 1 rev. 0 dated 01-10-2018</p> <p>Temporary import operations ref. no. OCS-operations 05 issue 1 rev. 0 dated 01-10-2018</p> <p>Adequate process validation documents with criteria for review and approval for service procedures are in place and found satisfactory.</p> <p>The level of customer satisfaction is determined through survey by circulating questionnaire and current status is available. The trend of the past 6 months show that the positive achievement of operations planned by the process.</p> <p>The planning implementation and monitoring of freight forwarding operation process is found effective.</p> <p>Adequate infrastructures like work space and IT are provided to achieve the process conformity.</p> <p>The physical and environmental conditions are maintained in the office to achieve the process conformity.</p> <p>Documented information related to freight forwarding operations are adequately maintained, identifiable, retrievable and available at the point of use.</p> <p>The process of planning and monitoring of operation process is found effective.</p> <p>The overall customer satisfaction for 2022 was found be very good or excellent.</p> <p>The system of capturing, responding & taking actions for the customer complaints was found to be adequate.</p> <p>The control on non-conforming service & analysis of data was found to be adequate.</p> <p>There are no fatal cases in the organization since the last 12 months.</p> <p>There are no accidents or near miss reported since the last 12 months.</p> <p>There are no environmental non-conformity reported in the last 12 months.</p> <p>Though there are no incidents reported, the system is established to address any incident, near-miss & doing the investigation, corrective action & preventive action for the incidents.</p> <p>The identification of environmental aspect Impact has been done adequately vide document OCS-HSE-F-02 Issue 2 Rev 0 dated 15.01.2023.</p> <p>Hazard identification and risk assessment has been identified with the controls has been done adequately in risk assessment and risk control register vide document OCS-HSE-F-01 Issue 2 Rev 0 dated 15.01.2023.</p> <p>HIRA has covered the following activities mainly with Identified hazards, risk rating and determined control measures: Electrical hazards, Slips, Trips & Falls (incl. work at height), Spills & Leaks, Dust & Fumes, heat and fire, stress, filling on top shelves, noise, fatigue, ,exposure to light from the photocopier, improper ventilation, over speeding /careless driving ,handling loads without wearing suitable PPEs, oil drip, transferring loads, transportation ,hazardous waste etc.</p> <p>It was observed with respect to the identified hazards associated with the above mentioned activities, there are numbers of control measures have been determined to bring down the risk level.</p> <p>The identification of external & Internal Issues have been done adequately vide document OCS-MR- F16 & OIC-MR-F17 Issue 2 Rev 0 dated 15.01.2023</p> <p>The identification of interested parties & their requirements have been done adequately.</p> <p>The identification of Risk & opportunities have been done adequately vide document OCS -MR-F21 Issue 2 Rev 0</p>				

dated 15.01.2023

Verified process risk analysis OCS-Q risks -12 dated 15.01.2023 of operations. Some of the risk identified are: late delivery of cargo to client site, mistakes during preparation of shipping documents leading to rejections from customs, late delivery of items to customer, damage of items due to poor packing and exposure to poor weather
Assessment of OH&S risks and other risks to the OH&S management system has been done adequately.
Assessment of OH&S opportunities and other opportunities for the OH&S management system has been done adequately.

The actions for risk & opportunity was found to be adequately planned & implemented.

Mock drill has been conducted on periodical basis as per plan.

Last mock drill has been conducted on 15.02.2023.

The system for handling actual emergency situations & potential emergency situation was found to be adequate.

Tool box talks are being conducted in planned intervals.

Tool box talk found conducted on 14.02.2023 the topic of waste management

There is an effective system for doing consultation & participation.

All levels of workers are found to be involved in decision making/providing views related to OHS issues.

QHSE objectives have been established & documented for the function.

The monitoring of the objectives are being adequately done.

Needful action is being taken to ensure the achievement of the targets of the objectives.

The system of evaluation of legal compliance was found to be adequate.

The system of evaluation of compliance for legal & other requirements was found to be adequate.

There are no other requirements applicable for this process organization.

Organizational roles, responsibilities, authorities & accountability has been adequately documented & communicated.

Verified for a sample designation – Operations Supervisor (vide document – OCS023).

Concerned person is having the knowledge of his roles, responsibilities, authorities & accountability.

Overall process performance, monitoring and controls were verified and were found inline within the requirements of the standard

Interacted with auditee about QHSE policy, emergency evacuation, waste management, internal & external issues and risk & opportunities and found the awareness level is adequate.

Interacted with auditee emergency evacuation, waste management, internal & external issues, risk & opportunities and QHSE policy and found the awareness level is adequate.

Sea Freight Forwarding:

Enquiry received from sales teams for the sea freight forwarding dated 02.03.2023, and the quotation sent to customer: SKM Refrigeration on 02.03.2023, and order confirmation received from customer on 05.03.2023 through email.

The agent booking done by operations after the selection of sub-contractor (Agent; Frontline Logistics), the FP2000036 dated 05.03.2023

Shipper: CAMFIL Middle East, Goods: Air Filters from UAE to Kuwait, MBL Ref: NSLJEASWK035592001, DO Ref: DO/3829/BWD23, Job Code ref: SF/263/2023, Invoice ref: 20230531 dated 22.03.2023.

Land Freight & Transportation:

Enquiry received from sales teams for the land freight forwarding from Qatar to Kuwait dated 03.01.2023, and the quotation sent to customer: INTRA Trading on 10.01.23, and order confirmation received from customer on 10.01.2023 through email.

The agent booking done by operations after the selection of sub-contractor (Agent; Mr.Mukhtar), the P.O ref dated 10.01.2023

Job no ref: RF/052/2023, Shipper: MSE, Goods: Fire Resistant Cables from Qatar to Kuwait, BL Ref No: HB/3591/NUW23, delivery date: 19.01.2023 & Invoice ref: 20230130 dated 28.01.2023

Air Freight & Transportation:

Enquiry received from sales teams for the Air freight forwarding from Netherland to Kuwait dated 23.02.2023, and the quotation sent to customer: Group Tech on 23.02.2023, and order confirmation received from customer on 27.02.2023 through email.

The agent booking done by operations after the selection of sub-contractor (Agent; Lift Freight), the P.O ref dated 28.02.2023

Job no ref: AF/0235/2023, Shipper: BEAVER-VISITEC, Goods: Medical Supplies from Netherland to Kuwait, Air way BL Ref No: 172-57601762, delivery date: 19.03.2023 & Invoice ref: 20230510 dated 20.03.2023

Auditor	Date	Process	Standard	Contacts
Ashok Ahujani	26-03-2023	Operations - (Courier Services & E-Commerce)	ISO 14001:2015 ISO 9001:2015 ISO 45001:2018	Mrs. Shaji Joby –Chief Financial Officer
Notes				
<p>This Process is responsible for planning and executing the Courier services (both from Kuwait to outside Kuwait & also from other countries to Kuwait) and logistics services related to E –commerce operations as per customer requirements.</p> <p>The usual destinations for the outwards courier are GCC, India, Canada, USA, etc.</p> <p>The usual source for the inward courier are also GCC, India, Canada, USA, etc. but as needed, the service can be provided to other sources & destinations.</p> <p>The sales team personnel met the customer in person to understand their requirement of courier service needed for exporting activity.</p> <p>The organization is sending courier through Fedex/DHL/Aramax as per the reseller agreement</p> <p>Verified sales agreement for express pickup and delivery services dated 01.02.2020 with FedEx express International.</p> <p>Verified procedure for logistics services related to Ecommerce OCS –E commerce -01 Issue 2 Rev 0 dated 02.03.2022</p> <p>Based on E- Commerce Contract with Customer, the items are transported to designated locations inside Kuwait by Trucks/ Pick- Up/Cars</p> <p>The customer will inform the details of items to be delivered to designated location which are received in Airport, Sea Port or by Land, including the expected delivery time.</p> <p>The Customer shall arrange for all shipping Documents including Bill of Lading, Air Way Bill, Packing List, Truck Way Bill etc.</p> <p>OCS drivers shall collect the items from Airport or Sea Port along with shipping Documents, after verifying the condition of the shipment and are delivered safely to the designated location. On delivery of the item, Delivery Note is given to the receiver, who signs on the same as acknowledgement for receipt of the item.</p> <p>The scanned copy of the Delivery Note is E- mailed to the customer and Invoicing is done as per the terms and conditions of the Customer Contract</p> <p>Whenever consignees of Kuwait has online purchase from any commerce website, their shipping agent through they contacts OCS arrange the freight, do customer clearance and delivery</p> <p>Sample verified:</p> <p>Ecommerce:</p> <p>Verified logistic agreement Sara Mart limited 2020.</p> <p>Scope of work is Import clearance and last mile delivery</p> <p>Invoice 20230389 dated 28.02.2023 was evident which covers clearance charges, last mile delivery fees.</p> <p>Sample airways bill 99900400736 dated 30.01.2023 (China to Kuwait, description of content – Car hook)</p> <p>Export</p> <p>Customer – Layla collections</p> <p>Customer account code- 110379</p> <p>Verified OCS express services agreement for international expresses and domestic courier</p> <p>Sample airway bill 99900400566 dated 30.01.2023 (Kuwait to Saudi Arabia, description of content- Ladies dress</p> <p>Invoice 330000524 dated 31.01.2023, sender- Layla collection, Recipient- Wejdan Abdurrahman, KSA</p> <p>The process of planning and monitoring of operation process is found effective.</p> <p>The status of the various couriers are monitored through a sheet "Daily Track & Trace".</p> <p>The reasons of delay is adequate captured.</p> <p>There were no cases in the last 6 months where delays have occurred because of this organization.</p>				

The process of enquiry/order review was verified.

Enquiry received from customer through email.

Verified a sample email 22.01.2023 from Kuwait Flour Mills & Bakers related to shipment from India to Kuwait (Item –Sesame Seeds)

Quotation was submitted through email dated 22.01.2023

Order was received from 31.01.2023

Job number CF/63/2023 dated 31.01.2023

Shipment picked by DHL on 31.01.2023 from Shyama Industries, Ahmedabad and received and delivered to client on 05.02.2023

Invoice 20230397 dated 07.03.2023 issued to client for freight and customs clearance

Quotation, purchase order, order acknowledgement was verified which indicates the adequate communication between the organization & customer for the finalization of the order.

Enquiry received, quotation sent and order status is effectively monitored.

Customer requirements including technical specifications, delivery requirements, Post - delivery services, statutory and regulatory requirements are well determined and captured in order confirmation by e mail

The process of review of enquiry/orders is found effective.

The records related to review of requirements are adequately maintained.

The calibration of the measuring equipment were found in order

Verified calibration certificate OCS/NSC/2504224 A dated 25.04.2022 of digital bench scale serial number N9J30622B, model -7620-30 and found valid till 24.04.2023

Warehouse

Visited the warehouse and found all the shipments are properly identified and stored in a respective place and found satisfactory.

The handling, packaging, storage and protection of product is verified during the site tour and found satisfactory.

Adequate control is in place for ensuring adequate protection of the customer property.

Post-delivery activities include taking needful action for customer feedback.

Target ERP system is using to control the system

The expiry date of medicines contained in the first aid box was checked and found satisfactory. Verified a sample betadine ointment and found expiry date -07/2023

Waste management system is enforced. Checked the mechanism for disposal of waste. There is an effective mechanism for disposal of wastes.

Personnel Interviewed at warehouse, Mr. Abdul Rahman –Operations In charge Mohammad Iqbal –helper at site for ware house activities related to the prevention of Occupational Health and Safety risks and found competent. The awareness, involvement of the worker related to OH&S requirements was found to be adequate.

The awareness, involvement of the worker related to OH&S requirements was found to be adequate.

The identification of environmental aspect Impact has been done adequately vide document OCS-HSE-F-02 Issue 2 Rev 0 dated 02.03.2022.Last reviewed and updated on 15.01.2023

Some of the aspects identified are paper printing, Usage of Electricity, Packing of Products to be sent as Courier to customers etc.

Sample

: Aspect- Usage of electricity

Impact- Consumption of electricity leading to exhaustion of natural resources

Severity -2

Significance-Medium Significance

Control measure- Management program/setting objectives to reduce the consumption of electricity /reduce wastage of electricity, giving awareness to the employees, display of sign boards.

Hazard identification and risk assessment has been identified with the controls has been done adequately in risk assessment and risk control register vide document OCS-HSE-F-01Issue 2 Rev 0 dated 02.03.2022. Last reviewed and updated on 15.01.2023

HIRA has covered the following activities mainly with Identified hazards, risk rating and determined control measures:

Electrical hazards, Slips, Trips & Falls (incl. work at height), Spills & Leaks, Dust & Fumes, heat and fire, stress, filling on top shelves, noise, fatigue, ,exposure to light from the photocopier, improper ventilation, over speeding

/careless driving ,handling loads without wearing suitable PPEs, oil drip, transferring loads, transportation ,hazardous waste etc.

It was observed with respect to the identified hazards associated with the above mentioned activities, there are numbers of control measures have been determined to bring down the risk level.

The identification of external & Internal Issues have been done adequately vide document OCS-MR- F16 & OIC-MR-F17 Issue 2 Rev 0 dated 02.03.2022

The identification of interested parties & their requirements have been done adequately.

The identification of Risk & opportunities have been done adequately vide document OCS -MR-F21 Issue 2 Rev 0 dated 02.03.2022. Last reviewed and updated on 15.01.2023

Verified process risk analysis OCS-Qrisks -12 dated 15.03.2022 of operations. Some of the risk identified are: late delivery of cargo to client site, mistakes during preparation of shipping documents leading to rejections from customs, late delivery of items to customer, damage of items due to poor packing and exposure to poor weather

Assessment of OH&S risks and other risks to the OH&S management system has been done adequately.

Assessment of OH&S opportunities and other opportunities for the OH&S management system has been done adequately.

The actions for risk & opportunity was found to be adequately planned & implemented.

Mock drill has been conducted on periodical basis as per plan.

Last mock drill has been conducted on 13.02.2023.

The system for handling actual emergency situations & potential emergency situation was found to be adequate.

Tool box talks are being conducted in planned intervals.

Tool box talk found conducted on 02.03.2023 the topic of waste management

There is an effective system for doing consultation & participation.

All levels of workers are found to be involved in decision making/providing views related to OHS issues.

QHSE objectives have been established & documented for the function.

The monitoring of the objectives are being adequately done.

Needful action is being taken to ensure the achievement of the targets of the objectives.

The system of evaluation of legal compliance was found to be adequate.

The system of evaluation of compliance for legal & other requirements was found to be adequate.

There are no other requirements applicable for this process organization.

Organizational roles, responsibilities, authorities & accountability has been adequately documented & communicated.

Verified for a sample designation – Courier Coordinator (vide document – OCS023).

Concerned person is having the knowledge of his roles, responsibilities, authorities & accountability.

The overall customer satisfaction for 2023 was found be very good or excellent.

Verified customer feedback dated 22.03.2023 from Jashanmal & Partners Co, good rating given by the client

The system of capturing, responding & taking actions for the customer complaints was found to be adequate.

The control on non-conforming service & analysis of data was found to be adequate.

There are no fatal cases in the organization since the last 12 months.

There are no accidents or near miss reported since the last 12 months.

There are no environmental non-conformity reported in the last 12 months.

Though there are no incidents reported, the system is established to address any incident, near-miss & doing the investigation, corrective action & preventive action for the incidents.

During the warehouse site tour, it was observed that the following fire extinguishers not inspected adequately .-Fire extinguisher OCS –FE-01 & FE-02 – Last inspection shows 01 /2020-NCR Raised

Interacted with auditee emergency evacuation, waste management, internal & external issues, risk & opportunities and QHSE policy and found the awareness level is adequate.

Auditor	Date	Process	Standard	Contacts
Valliveti JYOTHI	26-03-2023	Purchase	ISO 14001:2015 ISO 9001:2015 ISO 45001:2018	Mr. Talal Barchan – Procurment incharge
Notes				
<p>This support process is responsible evaluation & selection of external service provider, communicating the purchasing requirements to the suppliers and purchasing of materials as per the customer requirements.</p> <p>Verified procedure for purchasing OCS-PURCHASE -01, Issue 2, Rev: 00, dated 20/03/2022 and selection and evaluation of suppliers /service providers /subcontractors OCS-PURCASHE -02.</p> <p>The established criteria and related processes for selection, evaluation, monitoring and re-evaluation of external providers were verified and found documented. A system is in place for communicating with external providers about the purchasing/subcontracting/outsourcing requirements</p> <p>Supplier monitoring is being done for all suppliers/external service providers in vide document OCS-Purchase –F03 Issue 1 Rev 0. last evalaution done on 14.02.2023.</p> <p>Verified sample of the supplier evaluation for AL Babtain Car rental Co. W.L.L, and Right Logistics PVT, found evalaution for Al Babtain car rental co. Will not performed. (NCR raised)</p> <p>Verified supplier performance evaluation done for Supplier Name: Right Logistics PVT dated 14.02.2023. Evaluation done on delivery schedules, test requirements, response to instruction, HSE compliance, quality of goods/service etc. Overall points received by the supplier is 34/35.</p> <p>The criteria has been established which requires if the supplier rating is less than 21 points, then the supplier shall be blacklisted</p> <p>No suppliers has received marks less than 21.</p> <p>List of approved vendor list, ref: OCS-Purchase-F01, Issue: 02, dated 02.03.2022 are verified and found 19 external providers considered as approved suppliers, checked and verified.</p> <p>Few of the sample of Purchase process was verified.</p> <p>Sample -1:</p> <p>PO NO: 190323-01, Quotation date 16/03/2023. PO dated 16/03/2023. Supplier name – Fast Telecommunciation Co. Will . Item: CISCO HW, CISCO SMART NET Annual, IP Phone. Qty. addressed adequately done. All the terms and conditions were addressed adequately in PO, checked and verified. All the commercial information was adequately addressed and checked and verified.</p> <p>Delivery time was addressed in the Quotation, checked and verified and Cross verified with the PO as per the requirement, checked and verified.</p> <p>Subcontracted activities was verified and found adequate control on the Subcontractor.</p> <p>The agent booking done by operations after the selection of sub-contractor (Agent; Trans-Logistics Freight LLC), the P.O ref dated 10.02.2022</p> <p>The agent booking done by operations after the selection of sub-contractor (Agent; GEIS Air & Sea GMBH), the P.O ref dated 29.03.2022.</p> <p>The agreement is found to be adequate in terms of all information including technical information and delivery requirements. The adequacy of information on the contract was found to be good.</p> <p>Interacted with the auditee and awareness level was adequate in regards to the Internal and external issues, interested parties needs and expectation, QHSE Objectives, QHSE policy, Hazards/aspect & risk and Impact assessment & emergency evacuation.</p>				

3.2 DOCUMENT REVIEW

Document Review Item	Compliant	Comments
14K-A documentation indicating the scope of your Environmental Management System (EMS)	X	The scope of management system "Freight Forwarding, Customs Clearance, Courier Services, Logistics Services related to e-commerce" found documented in serial number 4 page 12 of 29 of manual.
14K-If available, a documentation setting out the issues, the relevant stakeholders and their relevant requirements for the EMS	X	Internal and external issues are identified vide doc# OCS - MR - F 17 Issue 2 Rev 0, dt 02.03.2022. Internal and external issues found last reviewed and updated on 15.01.2023
14K-A description of the risks and opportunities considered and the processes determined for the EMS	X	HSE risk and opportunities has been identified and documented in vide document OCS MR F21 Issue 2 Rev 0 dated 02.03.2022. The HSE Risk and opportunities has been last reviewed for adequacy dated 15.1.2023.
14K-A documentation related to your environmental aspects and impacts, the criteria applied to determine those that are significant and the list of the significant environmental aspects	X	The identification of environmental aspect Impact has been done adequately vide document OCS-HSE-F-02 Issue 2 Rev 0 dated 15.01.2023.
14K-A documentation of your environmental compliance obligations (legal and regulatory requirements, prefectural requirement, other requirements ...) relating to the activities and products	X	Procedure for HSE legal compliance OCS-HSE-05, Rev:0, Issue:02, dated 02.03.2022. the annual compliance status last reviewed dated 15.01.2023
14K-The environmental policy, the environmental objectives and the informations on the associated planning	X	QHSE policy OCS-QHSEP Issue 2 Rev 0 dated 02.03.2022 approved by Managing Director found established in line with the requirements of the standard. QHSE objectives for 2023 were established and found measurable (Format OCS-MR-F14 Issue1 Rev 0). The management programs to achieve this objective were found available with time frame, target and responsibility.
14K-The minutes of your last management review	X	Management review meeting has been conducted on 21.02.2023 .Verified the minutes of meeting ULC- MRM-01/2023
14K-Internal audit plans (realised and scheduled)	X	Verified internal audit schedule for the year 2023. (Doc. OCS-MR-F-09 Issue 2 Rev 0) Internal audit schedule released on 14.03.2023. Last Internal audit conducted 21.03.2022.
9K-A documentation indicating the scope of your Quality Management System (QMS)	X	The scope of management system "Freight Forwarding, Customs Clearance, Courier Services, Logistics Services related to e-commerce" found documented in serial number 4 page 12 of 29 of manual.

Document Review Item	Compliant	Comments
9K-If available, a documentation setting out the issues, the relevant stakeholders and their relevant requirements for the QMS	X	Internal and external issues are identified vide doc# OCS - MR - F 17 Issue 2 Rev 0, dt 02.03.2022. Internal and external issues found last reviewed and updated on 15.01.2023
9K-A detailed description of the processes determined for the QMS	X	Process interaction has been defined adequately in Annexure IV of the manual.
9K-The quality policy, quality objectives and informations on the associated planning	X	QHSE policy OCS-QHSEP Issue 2 Rev 0 dated 02.03.2022 approved by Managing Director found established in line with the requirements of the standard. QHSE objectives for 2023 were established and found measurable (Format OCS-MR-F14 Issue1 Rev 0). The management programs to achieve this objective were found available with time frame, target and responsibility.
9K-The minutes of your last management review	X	Management review meeting has been conducted on 21.02.2023 .Verified the minutes of meeting ULC- MRM-01/2023
9K-The list of codes, standards and legal / regulatory requirements applicable to products or services provided	X	
9K-Internal audit plans (realised and scheduled)	X	Verified internal audit schedule for the year 2023. (Doc. OCS-MR-F-09 Issue 2 Rev 0) Internal audit schedule released on 14.03.2023. Last Internal audit conducted 21.03.2022.
45K-Documentation indicating the scope of your Health and Safety Management System (HSMS)	X	The scope of management system "Freight Forwarding, Customs Clearance, Courier Services, Logistics Services related to e-commerce" found documented in serial number 4 page 12 of 29 of manual.
45K-Documentation explaining the organisation and its context	X	Needs & Expectations of all interested parties are identified under IMS manual vide doc# OCS-IMSM-01 Issue 2 Rev 0 dated 02.03.2022, section 4, page 11 of 29.
45K-Documentation setting out the issues, the relevant stakeholders (workers and interested parties) and their needs and expectations from the HSMS	X	Internal and external issues are identified vide doc# OCS - MR - F 17 Issue 2 Rev 0, dt 02.03.2022. Internal and external issues found last reviewed and updated on 15.01.2023
45K-Description of the risks and opportunities considered and the processes determined for the HSMS	X	HSE risk and opportunities has been identified and documented in vide document OCS MR F21 Issue 2 Rev 0 dated 02.03.2022. The HSE Risk and opportunities has been last reviewed for adequacy dated 15.1.2023.
45K-Documentation related to your hazards	X	Hazard and Risk assessment Form vide doc # OCS-HSE-F01 Rev. 0 has been reviewed by the process owners dated 15.01.2023 (Risk assessment and risk control register) – verified sample risk register doc# OCS-Risk 13 dated 15.01.2023
45K-A documentation of your legal requirements and other requirements	X	Procedure for HSE legal compliance OCS-HSE-05, Rev:0, Issue:02, dated 02.03.2022. the annual compliance status last reviewed dated 15.01.2023

Document Review Item	Compliant	Comments
45K-The Occupational Health and Safety policy, objectives the associated planning to achieve such objectives	X	QHSE policy OCS-QHSEP Issue 2 Rev 0 dated 02.03.2022 approved by Managing Director found established in line with the requirements of the standard. QHSE objectives for 2023 were established and found measurable (Format OCS-MR-F14 Issue1 Rev 0). The management programs to achieve this objective were found available with time frame, target and responsibility.
45K-Evidences of consultation and participation of workers	X	HSE committee meeting dated 13.02.2023, found the participation of employee represented evident from the minutes of meeting.
45K-The minutes of your last management review	X	Management review meeting has been conducted on 21.02.2023 .Verified the minutes of meeting ULC- MRM-01/2023
45K-Internal audit plans (realised and scheduled)	X	Verified internal audit schedule for the year 2023. (Doc. OCS-MR-F-09 Issue 2 Rev 0) Internal audit schedule released on 14.03.2023. Last Internal audit conducted 21.03.2022.
Document Review and Initial Audit Comments		
Reveiwed the QHSE Manual is identified as OCS-IMSM-01 Issue 2 Rev 0 dated 02.03.2022 and the manual was reviewed for its adequacy and found all the clauses were addressed in line with the standard ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018.		
Organisation Manual - Revision Date or number	OCS-IMSM-01 Issue 2 Rev 0 dated 02.03.2022	Doc. Review Completed on 26-03-2023

3.3 AUDIT SUMMARY REPORT PER STANDARD ISO 14001:2015-ISO 9001:2015-ISO 45001:2018

Clauses	Department / Activity / Process																	Total
	QHSE System Management	Top Management	Office Tour	HR & Admin	Operations - (Freight Forwarding & Customs Clera	Operations - (Courier Services & E-Commerce)	Purchase											
14K-4.1 Understanding the organization and its context	✓		✓	✓	✓	✓	✓											
14K-4.2 Understanding the needs and expectations of interest...	✓		✓	✓	✓	✓	✓											
14K-4.3 Determining the scope of the EMS	✓		✓	✓	✓	✓	✓											
14K-4.4 Environmental management system	✓		✓	✓	✓	✓	✓											
14K-5.1 Leadership and commitment	✓		✓	✓	✓	✓	✓											
14K-5.2 Environmental policy	✓		✓	✓	✓	✓	✓											
14K-5.3 Organizational roles, responsibility and authorities	✓		✓	✓	✓	✓	✓											
14K-6.1 Actions to address risks and opportunities	✓		✓	✓	✓	✓	✓											
14K-6.1.1. General	✓		✓	✓	✓	✓	✓											
14K-6.1.2 Environmental aspects																		
14K-6.1.3 Compliance obligations	✓		✓	✓	✓	✓	✓											
14K-6.1.4 Planning action	✓		✓	✓	✓	✓												
14K-6.2 Environmental objectives and planning to achieve the...	✓		✓	✓	✓	✓	✓											
14K-6.2.1 Environmental objectives																		
14K-6.2.2 Planning actions to achieve environmental objectiv...	✓		✓	✓	✓	✓	✓											
14K-7.1 Resources	✓		✓	✓	✓	✓	✓											
14K-7.2 Competence	✓		✓	✓	✓	✓	✓											
14K-7.3 Awareness	✓		✓	✓	✓	✓	✓											
14K-7.4 Communication	✓		✓	✓	✓	✓	✓											
14K-7.4.1 General	✓		✓	✓	✓	✓	✓											
14K-7.4.2 Internal communication	✓		✓	✓	✓	✓	✓											
14K-7.4.3 External communication	✓		✓	✓	✓	✓	✓											
14K-7.5 Documented information	✓		✓	✓	✓	✓	✓											
14K-7.5.1 General	✓		✓	✓	✓	✓	✓											
14K-7.5.2 Creating and updating	✓		✓	✓	✓	✓	✓											
14K-7.5.3 Control of documented information	✓		✓	✓	✓	✓	✓											
14K-8.1 Operational planning and control	✓		✓	✓	✓	✓	✓											
14K-8.2 Emergency preparedness and response																		
14K-9.1 Monitoring, measurement, analysis and evaluation	✓		✓	✓	✓	✓	✓											
14K-9.1.1 General	✓		✓	✓	✓	✓	✓											
14K-9.1.2 Evaluation of compliance	✓		✓	✓	✓	✓	✓											
14K-9.2 Internal audit	✓		✓	✓	✓	✓	✓											
14K-9.2.1 General	✓		✓	✓	✓	✓	✓											
14K-9.2.2 Internal audit programme	✓		✓	✓	✓	✓	✓											
14K-9.3 Management Review	✓																	
14K-10.1 Improvement - General	✓		✓	✓	✓	✓	✓											

	Department / Activity / Process																	Total
	QHSE System Management	Top Management	Office Tour	HR & Admin	Operations - (Freight Forwarding & Customs Clera	Operations - (Courier Services & E-Commerce)	Purchase											
14K-10.2 Nonconformity and corrective action	✓		✓	✓	✓	✓	✓											
14K-10.3 Continual improvement	✓		✓	✓	✓	✓	✓											
14K-* Use of marks, and/or reference to the certification	✓																	
9K-4.1 Understanding the organization and its context	✓		✓	✓	✓	✓	✓											
9K-4.2 Understanding the needs and expectations of intereste...																		
9K-4.3 Determining the scope of the QMS	✓		✓	✓	✓	✓	✓											
9K-4.4 Quality management system and its processes	✓		✓	✓	✓	✓	✓											
9K-5.1 Leadership and commitment	✓		✓	✓	✓	✓	✓											
9K-5.1.1 General	✓		✓	✓	✓	✓	✓											
9K-5.1.2 Customer focus	✓		✓	✓	✓	✓	✓											
9K-5.2 Quality policy	✓		✓	✓	✓	✓	✓											
9K-5.2.1 Establishing the quality policy	✓						✓											
9K-5.2.2 Communicating the quality policy	✓		✓	✓	✓	✓												
9K-5.3 Organizational roles, responsibility and authorities	✓		✓	✓	✓	✓	✓											
9K-6.1 Actions to address risks and opportunities	✓		✓	✓	✓	✓	✓											
9K-6.2 Quality objectives and planning to achieve them	✓			✓	✓	✓												
9K-6.3 Planning of changes	✓			✓	✓	✓	✓											
9K-7.1 Resources	✓		✓	✓	✓	✓	✓											
9K-7.1.1 General	✓		✓	✓	✓	✓	✓											
9K-7.1.3 Infrastructure	✓		✓	✓	✓	✓	✓											
9K-7.1.2 People	✓		✓	✓	✓	✓	✓											
9K-7.1.4 Environment for the operation of processes	✓		✓	✓	✓	✓	✓											
9K-7.1.5 Monitoring and measuring resources	✓		✓	✓	✓	✓	✓											
9K-7.1.6 Organizational knowledge	✓		✓	✓	✓	✓	✓											
9K-7.2 Competence	✓		✓	✓	✓	✓	✓											
9K-7.3 Awareness	✓		✓	✓	✓	✓	✓											
9K-7.4 Communication	✓		✓	✓	✓	✓	✓											
9K-7.5 Documented information	✓		✓	✓	✓	✓	✓											
9K-7.5.1 General	✓			✓	✓	✓	✓											
9K-7.5.2 Creating and updating	✓			✓	✓	✓	✓											
9K-7.5.3 Control of documented information	✓		✓	✓	✓	✓	✓											
9K-7.5.3.1.1 The Organization shall ensure availability and ...																		
9K-7.5.3.1.2 The Organization shall control the sufficient a...																		
9K-7.5.3.2 .1 Distribution,access and retrieval activities n...																		
9K-7.5.3.2 .2 Activities for storage and preservation, inclu...																		
9K-7.5.3.2 .3 Activities for the control of changes of docum...																		
9K-7.5.3.2 .4 The Different leveles of access permissions to...																		
9K-7.5.3.2 .5 Activities for retention and disposition neces...																		
9K-7.5.3.2 .6 Documented information of external origin need...																		
9K-7.5.3.2 .7 Documented information retained as evidence of..																		
9K-8.1 Operational planning and control					✓	✓	✓											

	Department / Activity / Process																	Total
	QHSE System Management	Top Management	Office Tour	HR & Admin	Operations - (Freight Forwarding & Customs Clera	Operations - (Courier Services & E-Commerce)	Purchase											
9K-8.2 Requirements for products and services					✓	✓	✓											1
9K-8.2.1 Customer communication					✓	✓	✓											
9K-8.2.2 Determining the requirements related to products an...					✓	✓	✓											
9K-8.2.3 Review of requirements related to products and serv...					✓	✓	✓											
9K-8.2.3.1 ()					✓	✓	✓											
9K-8.2.3.2 ()					✓	✓	✓											
9K-8.2.4 Changes to requirements related to products and ser...					✓	✓	✓											
9K-8.3 Design and development. of products and services																		
9K-8.3.1 General																		
9K-8.3.2 Design and development planning																		
9K-8.3.3 Design and development inputs																		
9K-8.3.4 Design and development controls																		
9K-8.3.5 Design and development outputs																		
9K-8.3.6 Design and development changes																		
9K-8.4 Control of extern. provided products and services				✓	✓	✓												
9K-8.4.1 General				✓	✓	✓	✓											
9K-8.4.2 Type and extent of control				✓	✓	✓	✓											
9K-8.4.3 Information for external providers				✓	✓	✓	1											
9K-8.5 Production and service provision				✓	✓	✓	✓											
9K-8.5.1 Control of production and service provision					✓	✓	✓											
9K-8.5.2 Identification and traceability					✓	✓												
9K-8.5.3 Property belonging to customers or external provide...					✓	✓												
9K-8.5.4 Preservation					✓	✓												
9K-8.5.5 Post-delivery activities					✓	✓												
9K-8.5.6 Control of changes					✓	✓												
9K-8.6 Release of products and services					✓	✓												
9K-8.7 Control of nonconforming outputs					✓	✓												
9K-9.1 Monitoring, measurement, analysis and evaluation	✓			✓	✓	✓	✓											
9K-9.1.1 General	✓			✓	✓	✓	✓											
9K-9.1.2 Customer satisfaction	✓				✓	✓	✓											
9K-9.1.3 Analysis and evaluation	✓				✓	✓	✓											
9K-9.2 Internal audit	✓			✓	✓	✓	✓											
9K-9.2.2 Internal audit programme	✓			✓	✓	✓	✓											
9K-9.3 Management Review	✓																	
9K-9.3.1 General	✓																	
9K-9.3.2 Management review inputs	✓																	
9K-9.3.3 Management review outputs	✓																	
9K-10.1 Improvement - General	✓			✓	✓	✓	✓											
9K-10.2 Nonconformity and corrective action	✓			✓	✓	✓	✓											
9K-10.3 Continual improvement	✓			✓	✓	✓	✓											
9K-* Use of marks, and/or reference to the certification	✓				✓													

	Department / Activity / Process																	Total
	QHSE System Management	Top Management	Office Tour	HR & Admin	Operations - (Freight Forwarding & Customs Clera	Operations - (Courier Services & E-Commerce)	Purchase											
45K-4.1 Understanding the organization and its context	✓		✓	✓	✓	✓	✓											
45K-4.2 Understanding the needs and expectations of workers .	✓		✓	✓	✓	✓	✓											
45K-4.3 Determining the scope of the OH&S management syste	✓		✓	✓	✓	✓	✓											
45K-4.4 OH&S management system	✓		✓	✓	✓	✓	✓											
45K-5.1 Leadership and commitment	✓		✓	✓	✓	✓	✓											
45K-5.2 OH&S policy	✓		✓	✓	✓	✓	✓											
45K-5.3 Organizational roles, responsibilities and authoriti...	✓		✓	✓	✓	✓	✓											
45K-5.4 Consultation and participation of workers	✓		✓	✓	✓	✓	✓											
45K-6.1 Actions to address risks and opportunities	✓		✓	✓	✓	✓	✓											
45K-6.1.1 General	✓		✓	✓	✓	✓	✓											
45K-6.1.2 Hazard identification and assessment of risks and ...	✓		✓	✓	✓	✓	✓											
45K-6.1.3 Determination of legal requirements and other requ...	✓		✓	✓	✓	✓	✓											
45K-6.1.4 Planning action	✓		✓	✓	✓	✓	✓											
45K-6.2 OH&S objectives and planning to achieve them	✓		✓	✓	✓	✓	✓											
45K-6.2.1 OH&S objectives	✓		✓	✓	✓	✓	✓											
45K-6.2.2 Planning to achieve OH&S objectives	✓		✓	✓	✓	✓	✓											
45K-7.1 Resources	✓		✓	✓	✓	✓	✓											
45K-7.2 Competence	✓		✓	✓	✓	✓	✓											
45K-7.3 Awareness	✓		✓	✓	✓	✓	✓											
45K-7.4 Communication	✓		✓	✓	✓	✓	✓											
45K-7.4.1 General	✓		✓	✓	✓	✓	✓											
45K-7.4.2 Internal communication	✓		✓	✓	✓	✓	✓											
45K-7.4.3 External communication	✓		✓	✓	✓	✓	✓											
45K-7.5 Documented information	✓		✓	✓	✓	✓	✓											
45K-7.5.1 General	✓		✓	✓	✓	✓	✓											
45K-7.5.2 Creating and updating	✓		✓	✓	✓	✓	✓											
45K-7.5.3 Control of documented information	✓		✓	✓	✓	✓	✓											
45K-8.1 Operational planning and control	✓		✓	✓	✓	1	✓											1
45K-8.1.1 General	✓		✓	✓	✓	✓	✓											
45K-8.1.2 Eliminating hazards and reducing OH&S risks	✓		✓	✓	✓	✓	✓											
45K-8.1.3. Management of Change	✓		✓	✓	✓	✓	✓											
45K-8.1.4. Procurement	✓		✓	✓	✓	✓	✓											
45K-8.2 Emergency preparedness and response	✓		✓	✓	✓	✓	✓											
45K-9.1 Monitoring, measurement, analysis and performance ev	✓		✓	✓	✓	✓	✓											
45K-9.1.1 General	✓		✓	✓	1	✓	✓											1
45K-9.1.2 Evaluation of compliance	✓		✓	✓	✓	✓	✓											
45K-9.2 Internal audit	✓			✓	✓	✓	✓											
45K-9.2.1 General	✓			✓	✓	✓												
45K-9.2.2 Internal audit programme	✓			✓		✓												
45K-9.3 Management review	✓																	
45K-10.1 General	✓			✓	✓	✓	✓											

		Department / Activity / Process																			Total
		QHSE System Management	Top Management	Office Tour	HR & Admin	Operations - (Freight Forwarding & Customs Clera	Operations - (Courier Services & E-Commerce)	Purchase													
45K-10.2 Incident, nonconformity and corrective action		✓		✓	✓	✓	✓	✓													
45K-10.3 Continual improvement		✓		✓	✓	✓	✓	✓													
45K-Use of marks, and/or reference to the certification		✓																			
Total						1	1	1													3
9K-4.2 Understanding the needs and expectations of intereste...				✓	✓	✓	✓	✓													
9K-7.5.3.1 ()				✓	✓	✓	✓	✓													
9K-7.5.3.2 ()				✓	✓	✓	✓	✓													
14K-6.1.2 Environmetal aspects				✓	✓	✓	✓	✓													
14K-6.2.1 Environmetal objectives				✓	✓	✓	✓	✓													
14K-8.2 Emergency preparadeness and response				✓	✓	✓	✓	✓													

Not Applicable	Justification For Not Applicable
<p>- 9K-8.3 Design and development of products and services.</p> <p>- 9K-8.5.1 Control of production and service provision.</p>	<p>All the clauses of ISO 14001 and ISO 45001 Standards are applicable to OCS, except the following ISO 9001:2015 Clauses. Justification for the exclusions is also given below:</p> <p>ISO 9001:2015 Clause No 8.3 -Design & Development of Products and Services</p> <p>ISO 9001:2015 Clause No 8.5.1(f)- Control of Production & Service Provision</p> <p>OCS is specialized only in Freight Forwarding, Courier & Customs Clearance Services and no design is involved in the process. So Clause 8.3 excluded from the scope of the IMS, and no design is involved in the process. So this clause is excluded from the scope of the IMS, Moreover there are no special processes applicable to the Quality Management System at OCS, since the services offered by OCS could be verified by monitoring and measurement, and so Clause 8.5.1(f) is not applicable for their quality management system and is therefore excluded .These exclusions does not affect the capability of OCS to deliver the products/services as per customer requirements and applicable statutory and regulatory requirements. Justification is acceptable</p>

3.4 NON CONFORMITY REPORT

Non conformities detailed herein shall be addressed through the organization's corrective action process, in accordance with the relevant corrective action requirements of the audit standard.

Hereunder you will find Bureau Veritas Certification requirements for:

- expected timelines to address the nonconformity (a)
- response content (b)

Expected timelines to address the non conformity (a)

Corrections and Corrective actions (if possible) to address identified major nonconformities shall be carried out immediately. Correction, Root Cause Analysis and Corrective action plan together with satisfactory evidences of implementation shall be submitted within **90 days after the last day of the audit unless Bureau Veritas Certification and client agree on a longer period of time.**

Review of nonconformities is done through desktop review. However, depending of severity of the findings, our auditor may perform a follow up visit to confirm the actions taken, evaluate their effectiveness, and determine whether certification can be recommended or continued.

For a minor nonconformity, correction, root cause analysis and corrective action plan shall be approved by the team leader and verification of implementation and effectiveness of corrective action(s) taken will be performed at the next visit.

It is recommended that the Client provide responses early to allow time for additional reviews if needed.

For recertification time limits to address nonconformities will be defined by the team leader in order to have them implemented prior to expiration of certification.

Any responses to the nonconformities which were raised may be either in hard copy or electronically using the NCR herein (preferred) and forwarded to the Bureau Veritas Certification office.

Expected response content (b)

Client response to NCR should be reviewed by the lead auditor in three parts; correction, root cause analysis and corrective actions.

In reviewing the three parts, the auditor looks for a plan and then evidence that plan is being implemented.

Correction

1. The extent of the nonconformity has been determined (NCR has been corrected & the client has examined the system to see if there are other examples that need to be corrected). Ensure that correction answers the question "Is this isolated case or not?" in other words "Is there a risk that this can reoccur at the other site / department?"
2. If correction cannot be immediate; a plan to correct the NCR may be appropriate (responsible & date).
3. Evidence that the correction was implemented or evidence that the plan is being implemented.

Root Cause Analysis

1. The Root Cause is not simply repeating the finding, neither is the direct cause of the issue.
 2. Well thought out analysis to determine the true root cause: e.g. someone did not follow a process would be direct cause; determining why someone did not follow a process would lead to the true root cause.
 3. The root cause statement must focus on a single issue without any obvious why questions remaining.
- If a why question can reasonably be asked about the root cause analysis, this indicates that the analysis did not go far enough.
4. Ensure that the root cause answers the question, "What in the system failed such that the problem occurred?"
 5. Blaming the employee will not be accepted as the only root cause
 6. Address problems with the process as well as what detection system failed

Corrective Action

1. The corrective action or corrective action plan addresses the root cause(s) determined in the root cause analysis. If you have not defined true root cause you cannot prevent the problem from its reoccurrence
2. In order to accept the plan it shall include;
 - actions to address the root cause(s)
 - identification of responsible parties for the actions and
 - a schedule (dates) for implementation.
 - always include a "change" to your system. Training and/or publishing a newsletter are generally not changes to your system
3. In order to accept the evidence of implementation:
 - a. Enough evidence is provided to show the plan is being implemented as outlined in the response (and on schedule).
 - b. Note: Evidence in full is not required to close the NCR; some evidence may be reviewed during future audit when verifying the corrective actions.

Auditing is based on a sampling process of the available information and the audit methods used were interviews, observations, sampling of activities and review of documentation and records.

To be completed by Bureau Veritas

Date	Organization	Contract n°		Report n°	
26-03-2023	OCS Express Air Freight Co W.L.L	14324716		45KS1KJSK01	
Non Conformity Observed During		1st Surveillance audit			
Process		Operations - (Freight Forwarding & Customs Clerances)			
Standard		ISO 45001:2018			
Clause		45K-9.1.1 General			
Site Name		OCS Express Air Freight Co W.L.L			
Non Conformity Description					
<p>Standard Requirement:</p> <p>The organization shall establish, implement and maintain a process (es) for monitoring, measurement, analysis and performance evaluation.</p> <p>The organization shall evaluate the OH&S performance and determine the effectiveness of the OH&S management system.</p> <p>NC Statement & Objective evidence:</p> <p>NCR Statement: The system for monitoring, measuring, analysis and performance monitoring of OH & S management system are not effective.</p> <p>Objective evidence: There is a system established to monitor and measure the interested parties feedback, reviewed the customer feedback through the minutes of meeting ref: OCS-MR-F-13 dated 21.02.2023and found satisfactory. The Employees are identified as main interested parties for OHS, however there is no evidence for employee feedback for the OH & S management system.</p>					
Grade	Lead Auditor		Auditor		Organization Rep.
Minor	Valliveti JYOTHI		Saravanakumar Kanagaraj		Ms. Mahima Perera- Operations
To be completed before					
27-06-2023	VLJ	1-7BT91T5	KJSK	1-KHEB0Y	

To be completed by the organization

Root Cause Analysis (What failed in the system to allow this non conformity to occur ?)
<div></div>
Correction (What is done to solve this problem)
<div></div>
Corrective Action (What is done to prevent reoccurrence)
<div></div>

.		
Implementation of	Date of Completion	-
Corrective Actions	Org. Representative	-

To be completed by Bureau Veritas

Verification of corrective Actions	Date	Status	Auditor
		CA Waiting Proposal	Valliveti JYOTHI
Comment			

To be completed by Bureau Veritas

Date	Organization	Contract n°		Report n°	
26-03-2023	OCS Express Air Freight Co W.L.L	14324716		45KS1VLJ02	
Non Conformity Observed During		1st Surveillance audit			
Process		Operations - (Courier Services & E-Commerce)			
Standard		ISO 45001:2018			
Clause		45K-8.1 Operational planning and control			
Site Name		OCS Express Air Freight Co W.L.L			
Non Conformity Description					
<p>Standard requirement</p> <p>The organization shall plan, implement, control and maintain the processes needed to meet requirements of the OH&S management system, and to implement the actions determined in Clause 6, by:</p> <p>a) establishing criteria for the processes;</p> <p>b) implementing control of the processes in accordance with the criteria;</p> <p>c) maintaining and retaining documented information to the extent necessary to have confidence that the processes have been carried out as planned;</p> <p>NC Statement & Objective evidence:</p> <p>System for inspection of fire extinguisher are not effective.</p> <p>During the warehouse site tour, it was observed that the following fire extinguishers not inspected adequately</p> <p>Fire extinguisher OCS –FE-01 & FE-02 – Last inspection shows 01 /2020</p>					
Grade	Lead Auditor		Auditor		Organization Rep.
Minor	Valliveti JYOTHI		Valliveti JYOTHI		Mrs. Shaji Joby –Chief Financial Officer
To be completed before					
27-06-2023	VLJ	1-7BT91T5	VLJ	1-7BT91T5	

To be completed by the organization

Root Cause Analysis (What failed in the system to allow this non conformity to occur ?)
<div></div>
Correction (What is done to solve this problem)
<div></div>
Corrective Action (What is done to prevent reoccurrence)
<div></div>

Implementation of	Date of Completion	–
Corrective Actions	Org. Representative	–

To be completed by Bureau Veritas

Verification of corrective Actions	Date	Status	Auditor
		CA Waiting Proposal	Valliveti JYOTHI
Comment			

To be completed by Bureau Veritas

Date	Organization	Contract n°		Report n°		
26-03-2023	OCS Express Air Freight Co W.L.L	14324716		9KS1VLJ01		
Non Conformity Observed During		1st Surveillance audit				
Process		Purchase				
Standard		ISO 9001:2015				
Clause		9K-8.4.3 Information for external providers				
Site Name		OCS Express Air Freight Co W.L.L				
Non Conformity Description						
<p>Standard Requirement:</p> <p>The organization shall ensure the adequacy of requirements prior to their communication to the external provider.</p> <p>e) control and monitoring of the external providers' performance to be applied by the organization;</p> <p>NC Statement & Objective evidence:</p> <p>NCR Statement: monitoring of the external providers' performance is not effective.</p> <p>Objective evidence: Supplier monitoring is being done for all suppliers/external service providers in vide document OCS-Purchase –F03 Issue 1 Rev 0. last evaluation done on 14.02.2023. Verified sample of the supplier evaluation for AL Babbain Car rental Co. W.L.L., and Right Logistics PVT , found evaluation for M/s Right Logistics PVT, however performance evaluation for M/s Al Babbain car rental co. Wll not performed.</p>						
Grade		Lead Auditor		Auditor		Organization Rep.
Minor		Valliveti JYOTHI		Valliveti JYOTHI		Mrs. Shaji Joby – Management Representative
To be completed before						
27-06-2023		VLJ	1-7BT91T5	VLJ	1-7BT91T5	

To be completed by the organization

Root Cause Analysis (What failed in the system to allow this non conformity to occur ?)
<div></div>
Correction (What is done to solve this problem)
<div></div>
Corrective Action (What is done to prevent reoccurrence)
<div></div>

Implementation of	Date of Completion	–
Corrective Actions	Org. Representative	–

To be completed by Bureau Veritas

Verification of corrective Actions	Date	Status	Auditor
		CA Waiting Proposal	Valliveti JYOTHI
Comment			

4 PERFORMANCE TO DATE

Description of system conformance:

System was found to be conforming to the requirements of audit standard, except the area where NCRs raised. The following are the main conformance which were verified with respect to audit standard

- 1. The system of identifying internal & external issues in determining the context of the organization is effective
- 2. The process for identification/determination of risk and opportunity was found to be satisfactory.
- 3. The involvement of top management in promoting risk based-thinking and for addressing the risk and opportunity is found to be good.
- 4. The top management was found to have good accountability for integrated management system.
- 5. The integration of the business processes with integrated management system processes has been done in an effective way.
- 6. Systematic planning is being done to address risk and opportunity.
- 7. Appropriate actions are being put in place to address risk and opportunity.
- 8. There is satisfactory mechanism to evaluate the effectiveness of actions to address risk and opportunity.
- 9. The same are being also reviewed in management review for effectiveness.
- 10. The process for controlling planned and unplanned changes are being done systematically and in accordance with the requirement of standard.
- 11. There is a satisfactory system implemented in the organization to ensure that all changes are carried out in a planned manner considering the consequences, integrity of the systems, resources, responsibility & authority needed for the same changes. All changes in the operation process are retained as record including the action taken & authorizing person.
- 12) Commitment to workers participation addressed in the QHSE policy as per ISO 45001.
- 13) Leadership and worker participation addressed adequately within the management system.
- 14) Verified Responsibility and authority pertinent to OHSMS as per ISO 45001.

System capability:

Considering the overall audit conducted by the audit team during this audit, it was found that the integrated management system is capable of meeting the requirements to ISO 9001: 2015, ISO 14001:2015 and ISO 45001:2018 except the NCRs.

Non conformity number	Non conformity description	Process	Standard	Clause	Grade	Issued Date	Date of Completion	Verification of Corrective action
9KS1VLJ01	Standard Requirement: The organization shall ensure the adequacy of requirements prior to their communication to	Purchase	ISO 9001:2015	9K-8.4.3 Information for external providers	Minor	26-03-2023	-	-

Non conformity number	Non conformity description	Process	Standard	Clause	Grade	Issued Date	Date of Completion	Verification of Corrective action
	<p>the external provider.</p> <p>e) control and monitoring of the external providers' performance to be applied by the organization;</p> <p>NC Statement & Objective evidence:</p> <p>NCR Statement: monitoring of the external providers' performance is not effective.</p> <p>Objective evidence: Supplier monitoring is being done for all suppliers/external service providers in vide document OCS-Purchase – F03 Issue 1 Rev 0. last evaluation done on 14.02.2023. Verified sample of the supplier evaluation for AL Babtain Car rental Co. W.L.L, and Right Logistics PVT, found evaluation for M/s Right Logistics PVT, however performance evaluation for M/s Al Babtain car rental co. Wll not performed.</p>							
45KS1VLJ02	<p>Standard requirement</p> <p>The organization shall plan, implement, control and maintain the processes needed to meet requirements of the OH&S management system, and to implement the actions determined in Clause 6, by:</p> <p>a) establishing criteria for the processes;</p> <p>b) implementing control of the processes in accordance with the criteria;</p> <p>c) maintaining and retaining documented</p>	Operations - (Courier Services & E-Commerce)	ISO 45001:2018	45K-8.1 Operational planning and control	Minor	26-03-2023	–	–

Non conformity number	Non conformity description	Process	Standard	Clause	Grade	Issued Date	Date of Completion	Verification of Corrective action
	<p>information to the extent necessary to have confidence that the processes have been carried out as planned;</p> <p>NC Statement & Objective evidence: System for inspection of fire extinguisher are not effective.</p> <p>During the warehouse site tour, it was observed that the following fire extinguishers not inspected adequately Fire extinguisher OCS –FE-01 & FE-02 – Last inspection shows 01 /2020</p>							
45KS1KJSK01	<p>Standard Requirement: The organization shall establish, implement and maintain a process (es) for monitoring, measurement, analysis and performance evaluation. The organization shall evaluate the OH&S performance and determine the effectiveness of the OH&S management system.</p> <p>NC Statement & Objective evidence:</p> <p>NCR Statement: The system for monitoring, measuring, analysis and performance monitoring of OH & S management system are not effective.</p> <p>Objective evidence: There is a system</p>	Operations - (Freight Forwarding & Customs Clerances)	ISO 45001:2018	45K-9.1.1 General	Minor	26-03-2023	–	–

Non conformity number	Non conformity description	Process	Standard	Clause	Grade	Issued Date	Date of Completion	Verification of Corrective action
	established to monitor and measure the interested parties feedback, reviewed the customer feedback through the minutes of meeting ref: OCS-MR-F-13 dated 21.02.2023and found satisfactory. The Employees are identified as main interested parties for OHS, however there is no evidence for employee feedback for the OH & S management system.							

5 EXECUTIVE AUDIT SUMMARY

5.1 AUDIT CONCLUSIONS

Auditing is based on a sampling process of the available information and the audit methods used were interviews, observations, sampling of activities and review of documentation and records.

A 3 man day's (including 0.5 offsite maday) Surveillance #1 audit was conducted by Valliveti Jyothi as Team leader and Mr. K.SaravanaKumar and Ashok Ahujani as team member . Audit team conducted 2.5 mandays on 26.03.2023 at client site and 0.5 manday covered by team leader for offsite reporting on 27.03.2023. The audit was conducted against the ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 standard. The objective of the audit was to determine conformance to the IMS requirements.

Audit plan was communicated in advance. The audit was started with an opening meeting attended by the management representative & all auditee where the audit scope, criteria, methodology, sampling principle & confidentiality clause were explained. The possible outcomes of the audit & the processes of raising nonconformity reports & gradation of non-conformance were also explained. The audit plan was confirmed & communicated at the end of the opening meeting.

During the audit three non-conformitiy was raised. The audit sampling principle was also explained. It was informed that all Bureau Veritas Certification auditors are bound by a confidentiality agreement with Bureau Veritas Certification and that any information that we may come across during the audit process will be strictly kept as confidential and not disclosed to any third party without prior consent from the organization.

The NCR has been vacated on..... based on the evidences provided on..... .

The organization is recommended for Maintenance of certification to ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 standards, subjected to closure of NCRs.

5.2 SUMMARY OF AUDIT FINDINGS

	Major	Minor
N° of Non Conformities recorded	0	3

5.3 MANAGEMENT SYSTEM EFFECTIVENESS

Basic inputs:

Data provided in the Application form was correct in all respects. There is no change in Company name, address, and Scope statement as compared to previous audit.

Coverage of shifts:

Only one shift is operating in this organization. The system of control on the QHSE issues was found to be adequate.

Level of integration:

The level of integration is 4 as per the standards ISO 9001:2015, ISO 14001: 2015 & ISO 45001:2018 in the organization. The organization is having common QHSE policy and objectives, common management reviews and internal audits. The management support and responsibilities for the implementation of standards ISO 9001, 14001 & ISO 45001 is reviewed at a common forum and needful resources are provided in the same review meeting. The level of integration for the standards ISO 9001, 14001 & ISO 45001 in the organization is justified as level 4.

Description of the company activities:

OCS was organized in 1957 by a syndicate of key newspaper publishers in Tokyo, Japan as a universal, express delivery system. As part of All Nippon Airways (ANA) family OCS provides asset based door to door shipping to every continent, from heavy weight air cargo distribution to the time –sensitive delivery of express courier. Our completely integrated service manages every phase from pick up, storage, customs brokerage and delivery. OCS will plan a flexible a customized response to daily or project needs including compliance, export documentation and foreign customs. OCS fully recognize and appreciate the importance of customer service in constantly changing business environment. We are vigilant to identify market trends and opportunities that will provide us and our principals/coordinators with solid support to maintain and further strengthen their presence in the local and global markets.

Scope verification/Validation:

The scope of management system "Freight Forwarding, Customs Clearance, Courier Services, Logistics Services related to e-commerce" found documented in serial number 4 page 12 of 29 of manual.

Validated the scope of certification during this audit by the audit team Members through their relevant team / group audits as noted in their audit notes.

Exclusion:

Clause 8.3 and 8.5.1 (f) from ISO 9001:2015 are not applicable to this organization, and the given justification is accepted.

8.3 – design and development OCS is specialized only in freight forwarding, courier & customs clearance services and no design is involved in the process, since the services by OCS express does not need any specific design
8.5.1(f) the validation, and periodic revalidation ... (as there are no such processes where the resulting output cannot be verified by subsequent monitoring or measurement)

System strengths:

The following points were found as system strengths during this audit:

Good top management commitment towards integrated management system,

The various personnel with in the function are knowledgeable on their job.

The risk management process has been implemented in an impressive way.

Achievement of Policy Commitments:

QHSE policy OCS-QHSEP Issue 2 Rev 0 dated 02.03.2022 approved by Managing Director found established in line with the requirements of the standard. QHSE policy found established in line with the requirement of standard. The

policy found displayed at various locations within the organization and available to all interested parties. Achievement of policy commitments were verified by relevant auditors who audited relevant departments and found that Commitment to comply with requirements. Also achievements of policy commitments evident through objectives and programs, compliance of applicable legal and other requirements and QHSE performance review.

Achievement of Objectives and Programs:

QHSE objectives and programmes for 2023 (Format OCS-MR-F14 Issue1 Rev 0) have been established for the organization. Needful actions are being taken for ensuring achievement of the targets. The monitoring of the objectives and subsequent action taken are satisfactory to achieve results. The review of the objectives in the MRM is adequate.

Context of the organization:

OCS has determined the 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 integrated management system. The following are the key internal and external issues identified by OCS related to the implementation of the IMS:

Internal and external issues are identified vide doc# OCS - MR - F 17 Issue 2 Rev 0 02.03.2022. Internal and external issues found last reviewed and updated on 15.01.2023

Internal Issues: Compliance to the business strategy laid out by the management, meeting the company policies and procedures including HSE Policies and Procedures, employee dissatisfaction resulting from lack of adhere to the HR Policies and procedures, Change in Key persons/Organization Structure and etc.

External Issues: Non Compliance to the Kuwait Government Rules, Lack of adherence to regulatory bodies guidelines, unstable political situation including war, drastic changes in oil prices, Client gate pass issues and etc.

These internal and external issues, which have been identified, are relevant to the organizations purpose and strategic direction. The concerned auditee are aware about these issues. There is a process in place for a periodic monitoring, mitigation & review for any changes to these external & internal issues. The external and internal issues are monitored and reviewed at planned intervals through activities such as management review and operation meeting.

Needs & Expectations of all interested parties including workers:

Needs & Expectations of all interested parties are identified under IMS manual vide doc# OCS-IMSM-01 Issue 2 Rev 0 dated 15.01.2023, section 4, page 11 of 29. The main interested parties for OCS include Clients, Suppliers, Employees/Workers, Service Providers, Sub contractors, Main Contractors and neighboring companies, Sister Concerns, Kuwait Government, Regulatory Bodies and the society. The needs and expectations of interested parties are identified and are mentioned as part of the concerned procedures and management of OCS is always committed to fulfil the needs and expectations of all interested parties.

Risks & Opportunities:

The organization has established procedure for process risk analysis OCS-COMN 06 Issue 2 Rev 0 dated 02.03.2022. The QMS risk has been identified and documented in vide document process risk analysis (Doc. OCS MR F20 Issue 02 Rev 00 dated 02.03.2022) which shows risk element, severity rating, risk rating, control and residual risk.

Verified process risk analysis OCS -Risk -01 dated 15.01.2023 of QHSE dept. Some of the risk identified are: Lack of adherence to Document Control Procedure requirements, Lack of adherence to Records Control Procedure requirements, Lack of conduct of Internal Audits as per Procedure, conduct of Management Review as per Procedure and also as per ISO 9001 Requirements.

Verified process related opportunities (Doc. OCS MR F 19 Issue 2 Rev 0). Some of the opportunities identified dated 15.01.2023 are:

Safety Awards & Recognition; environmental campaigns, reduction of paper consumption shall be planned and implemented, To develop a software for managing Operations by Land,. Air & Sea and Courier

HSE risk and opportunities has been identified and documented in vide document OCS MR F21 Issue 2 Rev 0 dated 02.03.2022 which shows risk element, severity rating, risk rating, control and residual risk Risks: Failure to meet K

EPA requirements, Failure of maintain EMS certification, High energy use, Poor waste management, Environmental Incidents and hiring unsuitable candidates,

Opportunities: Use of environmentally safe products, Purchase of energy efficient appliances, Optimization of resources, Energy management, Reuse/recycling of waste disposal etc

Adequate mitigation actions are being taken for the risks & opportunities identified. The HSE Risk and opportunities has been last reviewed for adequacy dated 15.01.2023.

The approach of the organization to determine the risks & opportunities, assessment & prioritization of the same and status of implementation of the action plan to mitigate the risks or capitalize on the opportunities is found to be satisfactory. The organization has considered the possibility of converting risks to opportunities while also determining if any risks were associated with the opportunities identified.

Environmental aspects & impacts & occupational health & safety hazards & risks have been identified as a common exercise and documented. The identification of environmental aspects & impacts & Occupational health & safety hazards & risks was found to be adequate.

The mechanism of identifying and rating environmental aspects as well as OH&S hazards and risks was found established and documented in the management system procedures. The procedure defines the methodology to identify and rate aspects significance and OH&S hazards.

The organization has effectively assessed and determined the controls for the identified significant impact/ risk in a hierarchy basis as per the established procedures and its activities and the records are evidenced.

Procedure for environmental aspects and impacts assessment and hazards identification and risk assessment OCS-HSE-01 Rev 00 dated 02.03.2022 was verified.

Hazard and Risk assessment Form (Risk assessment and risk control register) – OCS-Risk 01 dated 15.01.2023 routine and non –routine office activities.

HIRA of office/project has covered the following activities mainly with Identified hazards, risk rating and determined control measures:

Electrical hazards, Slips, Trips & Falls (incl. work at height), Spills & Leaks, Dust & Fumes, heat and fire, stress, filling on top shelves, noise, fatigue, ,exposure to light from the photocopier, improper ventilation, over speeding /careless driving ,handling loads without wearing suitable PPEs, oil drip, transferring loads, transportation ,hazardous waste etc.

It was observed with respect to the identified hazards associated with the above mentioned activities, there are nos. of Control measures have been determined to bring down the risk level.

The identification of environmental aspect Impact has been done adequately vide document OCS-HSE-F-02 Issue 2 Rev 0 dated 02.03.2022. This EAIA Assessment has covered the following areas: air emissions, natural resource use, heat and fire, electrical waste generation, Power consumption, Diesel consumption

Aspect- Build –up of Solid Waste

Impact- Land Pollution

Significance -2

Significance-Low Significance

Legal requirement – KEPA regulation

Control measure- Compliance to Housekeeping Procedure, Immediately remove the debris and store it in a proper place and dispose off the same in a timely manner, Giving awareness to the worker through trainings.

Significant environmental aspects are captured during the aspect / impact analysis and found documented in aspect and impact register. Significant aspects are identified and monitoring & control mechanism is in place.

The control measures are in place to prevent or minimize the pollution related to earth, water and air.

All applicable legal and other requirements were identified and the system of access to the legal requirements and updating was found effective.

Comments on fulfilment of requirements (pertaining to all applicable schemes) related to adequacy of continued implementation of relevant system elements like operational controls, monitoring & measurement, emergency preparedness, internal communication, competency & awareness, etc. shall be provided.

The system for identifying the requirements from the customers is satisfactory. The control during the operation is

being maintained adequately in all processes. The monitoring/measurement is adequate as needed as per planned arrangements. The competency and awareness of the employees about the core process activity is satisfactory.

The control on environmental, health and safety concerns in the organization is found to be satisfactory. The identification and evaluation to legal and other requirements were found to be satisfactory. The risk assessment for environmental, health and safety and their corresponding establishment of controls were satisfactory

Organizational Knowledge:

The organization has determined the knowledge required for the operation of the identified QMS processes to achieve the conformity to its products and services. The knowledge found maintained and made available to the necessary extend. The organization has considered the current knowledge to determine the same. Mechanism is found in place to acquire additional knowledge with updates.

The organization has mechanism for knowledge through internal meeting, personal interaction, sharing the documents through intranet /training /internal audit /notice boards, documents hand over to project team for implementation, written report.

Lifecycle perspective & risk based thinking Concept:

The organization adopted process approach and Risk based thinking for QMS and considered the life cycle perspective concept in their aspect & impact assessment for EMS.

Planning of changes:

The purpose of the changes and their potential consequences, the integrity of the QMS, the availability of resources and the allocation or reallocation of responsibilities and authorities are considered when changes are carried out in a planned manner, when the need for changes to the QMS is determined.

Control of changes:

Changes for service provision are reviewed and controlled, to the extent necessary to ensure continuing conformity with requirements. Documented information describing the results of the review of changes, the person authorizing the change, and any necessary actions arising from the review is retained.

Leadership and commitment:

Leadership and commitment of top management evident as accountability for the effectiveness of the QMS, EMS, OH&S are integrated into the QHSE policy and QHSE objectives established that are compatible with the context and strategic direction of the organization and from the integration of the QMS & EMS requirements into the requirements of the business processes.

Improvement observed:

The awareness level among the staff with respect to the integrated management system was found improved comparing previous audit.

Effectiveness of the whole management system:

Considering the overall audit findings of the audit team during this audit, it was found that the integrated management system is effectively implemented and maintained

Demonstrate commitment to maintain the effectiveness and improvement of the management system:

From this audit, it was understood that the top management and the employees are committed to maintain the effectiveness and improvement of the integrated management system.

Verification of each previous Bureau Veritas Certification audit nonconformities

One NCR raised during this RCA 2022 in May 2022 related to ISO 9001:2015 clause 8.2.3, verified the effectiveness of corrective action implemented during SA#1 and found review of customer requirements is effective

Each previous Bureau Veritas non conformities were checked. The root cause analysis and corrective actions taken were adequate for all the NCR raised during the whole cycle. The effectiveness of the corrective action taken was

adequate since no similar type NCR occurred in the whole cycle. Details of the effectiveness of the corrective actions for each of the previous NCRs were available checked and verified.

Useful comparison with the previous audit findings [as applicable]

During this the audit results of previous audits has been verified and found to be nonexistence of repetitive non conformances. The corrective actions taken for those non conformances and observations has been positively implemented and the effectiveness of the same has also been verified.

External communication:

No adverse communication reported within the system.

Mechanism of consultation & participation:

The organization has established procedure for participation, consultation and communication: OCS HSE 02, Rev:0, Issue:01, dated 01.10.2018.

The organization is considering the employees participation in the reviews of risk assessment. The organization has a system of encouraging the employee's participation and consultation through regular HSE Committee meeting.

Verified HSE Committee meeting minutes doc # OCS –HSEM1/2023 conducted on 13.02.2023

Comments on effectiveness of system implementation during the second/third shifts:

There is only 1 shift working in this organization.

Uncertainty / obstacles that could affect the reliability of audit conclusions:

Audit flow was good. The auditee are committed and involved. Audit feedback and findings were taken up positively.

No uncertainties / obstacles faced during the audit.

Unresolved diverging opinions between the audit team & auditee:

There is no unresolved diverging opinion between the audit team and auditee.

Use of logo

The usage of logo of certification body and accreditation body was found to be acceptable. The Bureau Veritas logo has not been used on product, primary packaging, etc. The UKAS logo organization has not been displayed on vehicles or promotional items such as pens, place mats, diaries etc.

Agreed follow up actions

3 Minor NCRs raised during this SA#1 audit, Client agreed to close the NCR within the given time period, and the closure of NCR as offsite.

5.4 BEST PRACTICES

Nil

5.5 OPPORTUNITIES OF IMPROVEMENT

Number	Process	OFI - Opportunity(ies) for Improvement

5.6 OBSERVATIONS

Number	Process	Clause
Observations		

5.7 UNRESOLVED POINTS ON DIVERGING OPINIONS

Unresolved points concerning diverging opinions about evidences and findings

6 TEAM LEADER RECOMMENDATIONS

Standard	Accreditation	Certificate Copies	Language
ISO 14001:2015	UKAS	1	English
ISO 9001:2015	UKAS	1	English
ISO 45001:2018	UKAS	1	English

Standard	ISO 14001:2015-ISO 9001:2015-ISO 45001:2018		
Recommendation	Maintain Certification after a satisfactory corrective action plan is completed.		
Reason for issue or change of the certificate			
Scope Modification Comments	Nil		
Is a follow up audit required		No	
Follow up audit start date			
Duration (days)			

7 SURVEILLANCE PLAN

Site Name	Process	Clause	Surveillance								Recer
			1	2	3	4	5	6	7	8	

Site Name	Process	Clause	Surveillance								Recer
			1	2	3	4	5	6	7	8	
OCS Express Air Freight Co W.L.L	Top Management	45K-4.1 Understanding the organization and its context		X							X
		45K-4.2 Understanding the needs and expectations of workers and other interested parties									
		45K-4.3 Determining the scope of the OH&S management system									
		45K-4.4 OH&S management system									
		45K-5.1 Leadership and commitment									
		45K-5.2 OH&S policy									
		45K-5.3 Organizational roles, responsibilities and authorities									
		45K-5.4 Consultation and participation of workers									
		45K-6.1 Actions to address risks and opportunities									
		45K-6.1.1 General									
		45K-6.1.2 Hazard identification and assessment of risks and opportunities									
		45K-6.1.3 Determination of legal requirements and other requirements									
		45K-6.1.4 Planning action									
		45K-6.2 OH&S objectives and planning to achieve them									
		45K-6.2.1 OH&S objectives									
		45K-6.2.2 Planning to achieve OH&S objectives									
		45K-7.1 Resources									
		45K-7.2 Competence									
		45K-7.3 Awareness									
		45K-7.4 Communication									
		45K-7.4.1 General									
		45K-7.4.2 Internal communication									
		45K-7.4.3 External communication									

Site Name	Process	Clause	Surveillance								Recer
			1	2	3	4	5	6	7	8	
		45K-7.5 Documented information									
		45K-7.5.1 General									
		45K-7.5.2 Creating and updating									
		45K-7.5.3 Control of documented information									
		45K-8.1 Operational planning and control									
		45K-8.1.1 General									
		45K-8.1.2 Eliminating hazards and reducing OH&S risks									
		45K-8.1.3. Management of Change									
		45K-8.1.4. Procurement									
		45K-8.2 Emergency preparedness and response									
		45K-9.1 Monitoring, measurement, analysis and performance evaluation									
		45K-9.1.1 General									
		45K-9.1.2 Evaluation of compliance									
		45K-9.2 Internal audit									
		45K-9.2.1 General									
		45K-9.2.2 Internal audit programme									
		45K-9.3 Management review									
		45K-10.1 General									
		45K-10.2 Incident, nonconformity and corrective action									
		45K-10.3 Continual improvement									
		45K-Use of marks, and/or reference to the certification									
		9K-4.1 Understanding the organization and its context									
		9K-4.2 Understanding the needs and expectations of interested parties--									
		9K-4.3 Determining the scope of the QMS									

Site Name	Process	Clause	Surveillance								Recer
			1	2	3	4	5	6	7	8	
OCS Express Air Freight Co W.L.L	QHSE System Management	45K-4.1 Understanding the organization and its context	X	X							X
		45K-4.2 Understanding the needs and expectations of workers and other interested parties									
		45K-4.3 Determining the scope of the OH&S management system									
		45K-4.4 OH&S management system									
		45K-5.1 Leadership and commitment									
		45K-5.2 OH&S policy									
		45K-5.3 Organizational roles, responsibilities and authorities									
		45K-5.4 Consultation and participation of workers									
		45K-6.1 Actions to address risks and opportunities									
		45K-6.1.1 General									
		45K-6.1.2 Hazard identification and assessment of risks and opportunities									
		45K-6.1.3 Determination of legal requirements and other requirements									
		45K-6.1.4 Planning action									
		45K-6.2 OH&S objectives and planning to achieve them									
		45K-6.2.1 OH&S objectives									
		45K-6.2.2 Planning to achieve OH&S objectives									
		45K-7.1 Resources									
		45K-7.2 Competence									
		45K-7.3 Awareness									
		45K-7.4 Communication									
		45K-7.4.1 General									
		45K-7.4.2 Internal communication									
		45K-7.4.3 External communication									

Site Name	Process	Clause	Surveillance								Recer
			1	2	3	4	5	6	7	8	
		45K-7.5 Documented information									
		45K-7.5.1 General									
		45K-7.5.2 Creating and updating									
		45K-7.5.3 Control of documented information									
		45K-8.1 Operational planning and control									
		45K-8.1.1 General									
		45K-8.1.2 Eliminating hazards and reducing OH&S risks									
		45K-8.1.3. Management of Change									
		45K-8.1.4. Procurement									
		45K-8.2 Emergency preparedness and response									
		45K-9.1 Monitoring, measurement, analysis and performance evaluation									
		45K-9.1.1 General									
		45K-9.1.2 Evaluation of compliance									
		45K-9.2 Internal audit									
		45K-9.2.1 General									
		45K-9.2.2 Internal audit programme									
		45K-9.3 Management review									
		45K-10.1 General									
		45K-10.2 Incident, nonconformity and corrective action									
		45K-10.3 Continual improvement									
		45K-Use of marks, and/or reference to the certification									
		9K-4.1 Understanding the organization and its context									
		9K-4.2 Understanding the needs and expectations of interested parties--									
		9K-4.3 Determining the scope of the QMS									

Site Name	Process	Clause	Surveillance								Recer
			1	2	3	4	5	6	7	8	
OCS Express Air Freight Co W.L.L	Office Tour	45K-4.1 Understanding the organization and its context	X								X
		45K-4.2 Understanding the needs and expectations of workers and other interested parties									
		45K-4.3 Determining the scope of the OH&S management system									
		45K-4.4 OH&S management system									
		45K-5.1 Leadership and commitment									
		45K-5.2 OH&S policy									
		45K-5.3 Organizational roles, responsibilities and authorities									
		45K-5.4 Consultation and participation of workers									
		45K-6.1 Actions to address risks and opportunities									
		45K-6.1.1 General									
		45K-6.1.2 Hazard identification and assessment of risks and opportunities									
		45K-6.1.3 Determination of legal requirements and other requirements									
		45K-6.1.4 Planning action									
		45K-6.2 OH&S objectives and planning to achieve them									
		45K-6.2.1 OH&S objectives									
		45K-6.2.2 Planning to achieve OH&S objectives									
		45K-7.1 Resources									
		45K-7.2 Competence									
		45K-7.3 Awareness									
		45K-7.4 Communication									
		45K-7.4.1 General									
		45K-7.4.2 Internal communication									
		45K-7.4.3 External communication									

Site Name	Process	Clause	Surveillance								Recer
			1	2	3	4	5	6	7	8	
		45K-7.5 Documented information									
		45K-7.5.1 General									
		45K-7.5.2 Creating and updating									
		45K-7.5.3 Control of documented information									
		45K-8.1 Operational planning and control									
		45K-8.1.1 General									
		45K-8.1.2 Eliminating hazards and reducing OH&S risks									
		45K-8.1.3. Management of Change									
		45K-8.1.4. Procurement									
		45K-8.2 Emergency preparedness and response									
		45K-9.1 Monitoring, measurement, analysis and performance evaluation									
		45K-9.1.1 General									
		45K-9.1.2 Evaluation of compliance									
		45K-10.2 Incident, nonconformity and corrective action									
		45K-10.3 Continual improvement									
		9K-4.1 Understanding the organization and its context									
		9K-4.2 Understanding the needs and expectations of interested parties--									
		9K-4.3 Determining the scope of the QMS									
		9K-4.4 Quality management system and its processes									
		9K-5.1 Leadership and commitment									
		9K-5.1.1 General									
		9K-5.1.2 Customer focus									
		9K-5.2 Quality policy									
		9K-5.2.2 Communicating the quality policy									

Site Name	Process	Clause	Surveillance								Recer
			1	2	3	4	5	6	7	8	
OCS Express Air Freight Co W.L.L	Operations - (Freight Forwarding & Customs Clerances)	45K-4.1 Understanding the organization and its context	X	X							X
		45K-4.2 Understanding the needs and expectations of workers and other interested parties									
		45K-4.3 Determining the scope of the OH&S management system									
		45K-4.4 OH&S management system									
		45K-5.1 Leadership and commitment									
		45K-5.2 OH&S policy									
		45K-5.3 Organizational roles, responsibilities and authorities									
		45K-5.4 Consultation and participation of workers									
		45K-6.1 Actions to address risks and opportunities									
		45K-6.1.1 General									
		45K-6.1.2 Hazard identification and assessment of risks and opportunities									
		45K-6.1.3 Determination of legal requirements and other requirements									
		45K-6.1.4 Planning action									
		45K-6.2 OH&S objectives and planning to achieve them									
		45K-6.2.1 OH&S objectives									
		45K-6.2.2 Planning to achieve OH&S objectives									
		45K-7.1 Resources									
		45K-7.2 Competence									
		45K-7.3 Awareness									
		45K-7.4 Communication									
		45K-7.4.1 General									
		45K-7.4.2 Internal communication									
		45K-7.4.3 External communication									

Site Name	Process	Clause	Surveillance								Recer
			1	2	3	4	5	6	7	8	
		45K-7.5 Documented information									
		45K-7.5.1 General									
		45K-7.5.2 Creating and updating									
		45K-7.5.3 Control of documented information									
		45K-8.1 Operational planning and control									
		45K-8.1.1 General									
		45K-8.1.2 Eliminating hazards and reducing OH&S risks									
		45K-8.1.3. Management of Change									
		45K-8.1.4. Procurement									
		45K-8.2 Emergency preparedness and response									
		45K-9.1 Monitoring, measurement, analysis and performance evaluation									
		45K-9.1.1 General									
		45K-9.1.2 Evaluation of compliance									
		45K-9.2 Internal audit									
		45K-9.2.1 General									
		45K-10.1 General									
		45K-10.2 Incident, nonconformity and corrective action									
		45K-10.3 Continual improvement									
		9K-4.1 Understanding the organization and its context									
		9K-4.2 Understanding the needs and expectations of interested parties--									
		9K-4.3 Determining the scope of the QMS									
		9K-4.4 Quality management system and its processes									
		9K-5.1 Leadership and commitment									
		9K-5.1.1 General									
		9K-5.1.2 Customer focus									
		9K-5.2 Quality policy									

Site Name	Process	Clause	Surveillance								Recer
			1	2	3	4	5	6	7	8	
OCS Express Air Freight Co W.L.L	Operations - (Courier Services & E-Commerce)	45K-4.1 Understanding the organization and its context	X	X							X
		45K-4.2 Understanding the needs and expectations of workers and other interested parties									
		45K-4.3 Determining the scope of the OH&S management system									
		45K-4.4 OH&S management system									
		45K-5.1 Leadership and commitment									
		45K-5.2 OH&S policy									
		45K-5.3 Organizational roles, responsibilities and authorities									
		45K-5.4 Consultation and participation of workers									
		45K-6.1 Actions to address risks and opportunities									
		45K-6.1.1 General									
		45K-6.1.2 Hazard identification and assessment of risks and opportunities									
		45K-6.1.3 Determination of legal requirements and other requirements									
		45K-6.1.4 Planning action									
		45K-6.2 OH&S objectives and planning to achieve them									
		45K-6.2.1 OH&S objectives									
		45K-6.2.2 Planning to achieve OH&S objectives									
		45K-7.1 Resources									
		45K-7.2 Competence									
		45K-7.3 Awareness									
		45K-7.4 Communication									
		45K-7.4.1 General									
		45K-7.4.2 Internal communication									
		45K-7.4.3 External communication									

Site Name	Process	Clause	Surveillance								Recer
			1	2	3	4	5	6	7	8	
		45K-7.5 Documented information									
		45K-7.5.1 General									
		45K-7.5.2 Creating and updating									
		45K-7.5.3 Control of documented information									
		45K-8.1 Operational planning and control									
		45K-8.1.1 General									
		45K-8.1.2 Eliminating hazards and reducing OH&S risks									
		45K-8.1.3. Management of Change									
		45K-8.1.4. Procurement									
		45K-8.2 Emergency preparedness and response									
		45K-9.1 Monitoring, measurement, analysis and performance evaluation									
		45K-9.1.1 General									
		45K-9.1.2 Evaluation of compliance									
		45K-9.2 Internal audit									
		45K-9.2.1 General									
		45K-9.2.2 Internal audit programme									
		45K-10.1 General									
		45K-10.2 Incident, nonconformity and corrective action									
		45K-10.3 Continual improvement									
		9K-4.1 Understanding the organization and its context									
		9K-4.2 Understanding the needs and expectations of interested parties--									
		9K-4.3 Determining the scope of the QMS									
		9K-4.4 Quality management system and its processes									
		9K-5.1 Leadership and commitment									
		9K-5.1.1 General									

Site Name	Process	Clause	Surveillance								Recer
			1	2	3	4	5	6	7	8	
OCS Express Air Freight Co W.L.L	HR & Admin	45K-4.1 Understanding the organization and its context	X	X							X
		45K-4.2 Understanding the needs and expectations of workers and other interested parties									
		45K-4.3 Determining the scope of the OH&S management system									
		45K-4.4 OH&S management system									
		45K-5.1 Leadership and commitment									
		45K-5.2 OH&S policy									
		45K-5.3 Organizational roles, responsibilities and authorities									
		45K-5.4 Consultation and participation of workers									
		45K-6.1 Actions to address risks and opportunities									
		45K-6.1.1 General									
		45K-6.1.2 Hazard identification and assessment of risks and opportunities									
		45K-6.1.3 Determination of legal requirements and other requirements									
		45K-6.1.4 Planning action									
		45K-6.2 OH&S objectives and planning to achieve them									
		45K-6.2.1 OH&S objectives									
		45K-6.2.2 Planning to achieve OH&S objectives									
		45K-7.1 Resources									
		45K-7.2 Competence									
		45K-7.3 Awareness									
		45K-7.4 Communication									
		45K-7.4.1 General									
		45K-7.4.2 Internal communication									
		45K-7.4.3 External communication									

Site Name	Process	Clause	Surveillance								Recer
			1	2	3	4	5	6	7	8	
		45K-7.5 Documented information									
		45K-7.5.1 General									
		45K-7.5.2 Creating and updating									
		45K-7.5.3 Control of documented information									
		45K-8.1 Operational planning and control									
		45K-8.1.1 General									
		45K-8.1.2 Eliminating hazards and reducing OH&S risks									
		45K-8.1.3. Management of Change									
		45K-8.1.4. Procurement									
		45K-8.2 Emergency preparedness and response									
		45K-9.1 Monitoring, measurement, analysis and performance evaluation									
		45K-9.1.1 General									
		45K-9.1.2 Evaluation of compliance									
		45K-9.2 Internal audit									
		45K-9.2.1 General									
		45K-9.2.2 Internal audit programme									
		45K-10.1 General									
		45K-10.2 Incident, nonconformity and corrective action									
		45K-10.3 Continual improvement									
		9K-4.1 Understanding the organization and its context									
		9K-4.2 Understanding the needs and expectations of interested parties--									
		9K-4.3 Determining the scope of the QMS									
		9K-4.4 Quality management system and its processes									
		9K-5.1 Leadership and commitment									
		9K-5.1.1 General									

Site Name	Process	Clause	Surveillance								Recer
			1	2	3	4	5	6	7	8	
OCS Express Air Freight Co W.L.L	Purchase	45K-4.1 Understanding the organization and its context	X	X							X
		45K-4.2 Understanding the needs and expectations of workers and other interested parties									
		45K-4.3 Determining the scope of the OH&S management system									
		45K-4.4 OH&S management system									
		45K-5.1 Leadership and commitment									
		45K-5.2 OH&S policy									
		45K-5.3 Organizational roles, responsibilities and authorities									
		45K-5.4 Consultation and participation of workers									
		45K-6.1 Actions to address risks and opportunities									
		45K-6.1.1 General									
		45K-6.1.2 Hazard identification and assessment of risks and opportunities									
		45K-6.1.3 Determination of legal requirements and other requirements									
		45K-6.1.4 Planning action									
		45K-6.2 OH&S objectives and planning to achieve them									
		45K-6.2.1 OH&S objectives									
		45K-6.2.2 Planning to achieve OH&S objectives									
		45K-7.1 Resources									
		45K-7.2 Competence									
		45K-7.3 Awareness									
		45K-7.4 Communication									
		45K-7.4.1 General									
		45K-7.4.2 Internal communication									
		45K-7.4.3 External communication									

Site Name	Process	Clause	Surveillance								Recer
			1	2	3	4	5	6	7	8	
		45K-7.5 Documented information									
		45K-7.5.1 General									
		45K-7.5.2 Creating and updating									
		45K-7.5.3 Control of documented information									
		45K-8.1 Operational planning and control									
		45K-8.1.1 General									
		45K-8.1.2 Eliminating hazards and reducing OH&S risks									
		45K-8.1.3. Management of Change									
		45K-8.1.4. Procurement									
		45K-8.2 Emergency preparedness and response									
		45K-9.1 Monitoring, measurement, analysis and performance evaluation									
		45K-9.1.1 General									
		45K-9.1.2 Evaluation of compliance									
		45K-9.2 Internal audit									
		45K-10.1 General									
		45K-10.2 Incident, nonconformity and corrective action									
		45K-10.3 Continual improvement									
		9K-4.1 Understanding the organization and its context									
		9K-4.2 Understanding the needs and expectations of interested parties--									
		9K-4.3 Determining the scope of the QMS									
		9K-4.4 Quality management system and its processes									
		9K-5.1 Leadership and commitment									
		9K-5.1.1 General									
		9K-5.1.2 Customer focus									
		9K-5.2 Quality policy									

Man Days	3	3.5							
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All processes shall be audited during the recertification audit. Performance of the management system over the period of certification shall be considered, which includes a review of the previous surveillance audit reports

Surv. plan prepared / modified by	Valliveti JYOTHI	Date	27-03-2023
Comment	The SA planning is indicated for entire cycle. Any subsequent changes will be updated later during the cycle.		

8 AUDIT PROGRAMME ISO 14001:2015-ISO 9001:2015-ISO 45001:2018

Sites	Audits		
	Main	Surv1	Surv2
OCS Express Air Freight Co W.L.L - Head Office	6.5	3	3.5
Man Days	6.5	3	3.5

Tentative number of days for recertification	6.5
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Date	27-03-2023	Prepared / revised by	Valliveti JYOTHI
Comment	Audit man days are tentative subjected to the verification of man power. If there is increase in the manpower, the organization will require more man days during the surveillance, Surv. man days may be increased in such situation. Processes to be verified during next Recertification audit - similar as indicated in this recertification audit plan		

9 NEXT VISIT AUDIT PLAN

Date - Time Activity	Site Name	Process	Auditor	Comment
27-03-2024 - 00:00 Opening meeting	OCS Express Air Freight Co W.L.L			

Date - Time Activity	Site Name	Process	Auditor	Comment
27-03-2024 - 00:00	OCS Express Air Freight Co W.L.L	Top Management		

Date - Time Activity	Site Name	Process	Auditor	Comment
Audit	Clause :		45K-4.1 Understanding the organization and its context	
	45K-4.2 Understanding the needs and expectations of workers and other interested parties		45K-4.3 Determining the scope of the OH&S management system	
	45K-4.4 OH&S management system		45K-5.1 Leadership and commitment	
	45K-5.2 OH&S policy		45K-5.3 Organizational roles, responsibilities and authorities	
	45K-5.4 Consultation and participation of workers		45K-6.1 Actions to address risks and opportunities	
	45K-6.1.1 General		45K-6.1.2 Hazard identification and assessment of risks and opportunities	
	45K-6.1.3 Determination of legal requirements and other requirements		45K-6.1.4 Planning action	
	45K-6.2 OH&S objectives and planning to achieve them		45K-6.2.1 OH&S objectives	
	45K-6.2.2 Planning to achieve OH&S objectives		45K-7.1 Resources	
	45K-7.2 Competence		45K-7.3 Awareness	
	45K-7.4 Communication		45K-7.4.1 General	
	45K-7.4.2 Internal communication		45K-7.4.3 External communication	
	45K-7.5 Documented information		45K-7.5.1 General	
	45K-7.5.2 Creating and updating		45K-7.5.3 Control of documented information	
	45K-8.1 Operational planning and control		45K-8.1.1 General	
	45K-8.1.2 Eliminating hazards and reducing OH&S risks		45K-8.1.3. Management of Change	
	45K-8.1.4. Procurement		45K-8.2 Emergency preparedness and response	
	45K-9.1 Monitoring, measurement, analysis and performance evaluation		45K-9.1.1 General	
	45K-9.1.2 Evaluation of compliance		45K-9.2 Internal audit	
	45K-9.2.1 General		45K-9.2.2 Internal audit programme	
	45K-9.3 Management review		45K-10.1 General	
	45K-10.2 Incident, nonconformity and corrective action		45K-10.3 Continual improvement	
	45K-Use of marks, and/or reference to the certification		9K-4.1 Understanding the organization and its context	
	9K-4.2 Understanding the needs and expectations of interested parties--		9K-4.3 Determining the scope of the QMS	
	9K-4.4 Quality management system and its processes		9K-5.1 Leadership and commitment	
	9K-5.1.1 General		9K-5.1.2 Customer focus	
	9K-5.2 Quality policy		9K-5.2.1 Establishing the quality policy	
	9K-5.2.2 Communicating the quality policy		9K-5.3 Organizational roles, responsibility and authorities	
	9K-6.1 Actions to address risks and opportunities		9K-6.2 Quality objectives and planning to achieve them	
	9K-6.3 Planning of changes		9K-7.1 Resources	
	9K-7.1.1 General		9K-7.1.3 Infrastructure	
	9K-7.1.2 People		9K-7.1.4 Environment for the operation of processes	
			9K-7.1.6 Organizational knowledge	

Date - Time Activity	Site Name	Process	Auditor	Comment
	9K-7.1.5 Monitoring and measuring resources		9K-7.3 Awareness	
	9K-7.2 Competence		9K-9.1 Monitoring, measurement, analysis and evaluation	
	9K-7.4 Communication		9K-9.1.2 Customer satisfaction	
	9K-9.1.1 General		9K-9.3 Management Review	
	9K-9.1.3 Analysis and evaluation		9K-9.3.2 Management review inputs	
	9K-9.3.1 General		9K-10.1 Improvement - General	
	9K-9.3.3 Management review outputs		9K-10.3 Continual improvement	
	9K-10.2 Nonconformity and corrective action		14K-4.1 Understanding the organization and its context	
	9K-* Use of marks, and/or reference to the certification		14K-4.3 Determining the scope of the EMS	
	14K-4.2 Understanding the needs and expectations of interested parties		14K-5.1 Leadership and commitment	
	14K-4.4 Environmental management system		14K-5.3 Organizational roles, responsibility and authorities	
	14K-5.2 Environmental policy		14K-6.1.1. General	
	14K-6.1 Actions to address risks and opportunities		14K-6.1.3 Compliance obligations	
	14K-6.1.2 Environmental aspects		14K-6.2 Environmental objectives and planning to achieve them	
	14K-6.1.4 Planning action		14K-6.2.2 Planning actions to achieve environmental objectives	
	14K-6.2.1 Environmental objectives		14K-7.2 Competence	
	14K-7.1 Resources		14K-7.4 Communication	
	14K-7.3 Awareness		14K-7.4.2 Internal communication	
	14K-7.4.1 General		14K-7.5 Documented information	
	14K-7.4.3 External communication		14K-7.5.2 Creating and updating	
	14K-7.5.1 General		14K-8.1 Operational planning and control	
	14K-7.5.3 Control of documented information		14K-9.1 Monitoring, measurement, analysis and evaluation	
	14K-8.2 Emergency preparedness and response		14K-9.1.2 Evaluation of compliance	
	14K-9.1.1 General		14K-9.2.1 General	
	14K-9.2 Internal audit		14K-9.3 Management Review	
	14K-9.2.2 Internal audit programme		14K-10.2 Nonconformity and corrective action	
	14K-10.1 Improvement - General		14K-* Use of marks, and/or reference to the certification	
	14K-10.3 Continual improvement			

Date - Time Activity	Site Name	Process	Auditor	Comment
27-03-2024 - 00:00	OCS Express Air Freight Co W.L.L	QHSE System Management		

Date - Time Activity	Site Name	Process	Auditor	Comment
Audit	Clause :			45K-4.1 Understanding the organization and its context
	45K-4.2 Understanding the needs and expectations of workers and other interested parties			45K-4.3 Determining the scope of the OH&S management system
	45K-4.4 OH&S management system			45K-5.1 Leadership and commitment
	45K-5.2 OH&S policy			45K-5.3 Organizational roles, responsibilities and authorities
	45K-5.4 Consultation and participation of workers			45K-6.1 Actions to address risks and opportunities
	45K-6.1.1 General			45K-6.1.2 Hazard identification and assessment of risks and opportunities
	45K-6.1.3 Determination of legal requirements and other requirements			45K-6.1.4 Planning action
	45K-6.2 OH&S objectives and planning to achieve them			45K-6.2.1 OH&S objectives
	45K-6.2.2 Planning to achieve OH&S objectives			45K-7.1 Resources
	45K-7.2 Competence			45K-7.3 Awareness
	45K-7.4 Communication			45K-7.4.1 General
	45K-7.4.2 Internal communication			45K-7.4.3 External communication
	45K-7.5 Documented information			45K-7.5.1 General
	45K-7.5.2 Creating and updating			45K-7.5.3 Control of documented information
	45K-8.1 Operational planning and control			45K-8.1.1 General
	45K-8.1.2 Eliminating hazards and reducing OH&S risks			45K-8.1.3. Management of Change
	45K-8.1.4. Procurement			45K-8.2 Emergency preparedness and response
	45K-9.1 Monitoring, measurement, analysis and performance evaluation			45K-9.1.1 General
	45K-9.1.2 Evaluation of compliance			45K-9.2 Internal audit
	45K-9.2.1 General			45K-9.2.2 Internal audit programme
	45K-9.3 Management review			45K-10.1 General
	45K-10.2 Incident, nonconformity and corrective action			45K-10.3 Continual improvement
	45K-Use of marks, and/or reference to the certification			9K-4.1 Understanding the organization and its context
	9K-4.2 Understanding the needs and expectations of interested parties--			9K-4.3 Determining the scope of the QMS
	9K-4.4 Quality management system and its processes			9K-5.1 Leadership and commitment
	9K-5.1.1 General			9K-5.1.2 Customer focus
	9K-5.2 Quality policy			9K-5.2.1 Establishing the quality policy
	9K-5.2.2 Communicating the quality policy			9K-5.3 Organizational roles, responsibility and authorities
	9K-6.1 Actions to address risks and opportunities			9K-6.2 Quality objectives and planning to achieve them
	9K-6.3 Planning of changes			9K-7.1 Resources
	9K-7.1.1 General			9K-7.1.3 Infrastructure
	9K-7.1.2 People			9K-7.1.4 Environment for the operation of processes
				9K-7.1.6 Organizational knowledge

Date - Time Activity	Site Name	Process	Auditor	Comment
	9K-7.1.5 Monitoring and measuring resources		9K-7.3 Awareness	
	9K-7.2 Competence		9K-7.5 Documented information	
	9K-7.4 Communication		9K-7.5.2 Creating and updating	
	9K-7.5.1 General		9K-7.5.3.1 ()	
	9K-7.5.3 Control of documented information		9K-9.1 Monitoring, measurement, analysis and evaluation	
	9K-7.5.3.2 ()		9K-9.1.2 Customer satisfaction	
	9K-9.1.1 General		9K-9.2 Internal audit	
	9K-9.1.3 Analysis and evaluation		9K-9.3 Management Review	
	9K-9.2.2 Internal audit programme		9K-9.3.2 Management review inputs	
	9K-9.3.1 General		9K-10.1 Improvement - General	
	9K-9.3.3 Management review outputs		9K-10.3 Continual improvement	
	9K-10.2 Nonconformity and corrective action		14K-4.1 Understanding the organization and its context	
	9K-* Use of marks, and/or reference to the certification		14K-4.3 Determining the scope of the EMS	
	14K-4.2 Understanding the needs and expectations of interested parties		14K-5.1 Leadership and commitment	
	14K-4.4 Environmental management system		14K-5.3 Organizational roles, responsibility and authorities	
	14K-5.2 Environmental policy		14K-6.1.1. General	
	14K-6.1 Actions to address risks and opportunities		14K-6.1.3 Compliance obligations	
	14K-6.1.2 Environmental aspects		14K-6.2 Environmental objectives and planning to achieve them	
	14K-6.1.4 Planning action		14K-6.2.2 Planning actions to achieve environmental objectives	
	14K-6.2.1 Environmental objectives		14K-7.2 Competence	
	14K-7.1 Resources		14K-7.4 Communication	
	14K-7.3 Awareness		14K-7.4.2 Internal communication	
	14K-7.4.1 General		14K-7.5 Documented information	
	14K-7.4.3 External communication		14K-7.5.2 Creating and updating	
	14K-7.5.1 General		14K-8.1 Operational planning and control	
	14K-7.5.3 Control of documented information		14K-9.1 Monitoring, measurement, analysis and evaluation	
	14K-8.2 Emergency preparedness and response		14K-9.1.2 Evaluation of compliance	
	14K-9.1.1 General		14K-9.2.1 General	
	14K-9.2 Internal audit		14K-9.3 Management Review	
	14K-9.2.2 Internal audit programme		14K-10.2 Nonconformity and corrective action	
	14K-10.1 Improvement - General		14K-* Use of marks, and/or reference to the certification	
	14K-10.3 Continual improvement			

Date - Time Activity	Site Name	Process	Auditor	Comment
27-03-2024 - 00:00	OCS Express Air Freight Co W.L.L	Operations - (Freight Forwarding & Customs Clerances)		

Date - Time Activity	Site Name	Process	Auditor	Comment
Audit	Clause :		45K-4.1 Understanding the organization and its context	
	45K-4.2 Understanding the needs and expectations of workers and other interested parties		45K-4.3 Determining the scope of the OH&S management system	
	45K-4.4 OH&S management system		45K-5.1 Leadership and commitment	
	45K-5.2 OH&S policy		45K-5.3 Organizational roles, responsibilities and authorities	
	45K-5.4 Consultation and participation of workers		45K-6.1 Actions to address risks and opportunities	
	45K-6.1.1 General		45K-6.1.2 Hazard identification and assessment of risks and opportunities	
	45K-6.1.3 Determination of legal requirements and other requirements		45K-6.1.4 Planning action	
	45K-6.2 OH&S objectives and planning to achieve them		45K-6.2.1 OH&S objectives	
	45K-6.2.2 Planning to achieve OH&S objectives		45K-7.1 Resources	
	45K-7.2 Competence		45K-7.3 Awareness	
	45K-7.4 Communication		45K-7.4.1 General	
	45K-7.4.2 Internal communication		45K-7.4.3 External communication	
	45K-7.5 Documented information		45K-7.5.1 General	
	45K-7.5.2 Creating and updating		45K-7.5.3 Control of documented information	
	45K-8.1 Operational planning and control		45K-8.1.1 General	
	45K-8.1.2 Eliminating hazards and reducing OH&S risks		45K-8.1.3. Management of Change	
	45K-8.1.4. Procurement		45K-8.2 Emergency preparedness and response	
	45K-9.1 Monitoring, measurement, analysis and performance evaluation		45K-9.1.1 General	
	45K-9.1.2 Evaluation of compliance		45K-9.2 Internal audit	
	45K-9.2.1 General		45K-10.1 General	
	45K-10.2 Incident, nonconformity and corrective action		45K-10.3 Continual improvement	
	9K-4.1 Understanding the organization and its context		9K-4.2 Understanding the needs and expectations of interested parties--	
	9K-4.3 Determining the scope of the QMS		9K-4.4 Quality management system and its processes	
	9K-5.1 Leadership and commitment		9K-5.1.1 General	
	9K-5.1.2 Customer focus		9K-5.2 Quality policy	
	9K-5.2.2 Communicating the quality policy		9K-5.3 Organizational roles, responsibility and authorities	
	9K-6.1 Actions to address risks and opportunities		9K-6.2 Quality objectives and planning to achieve them	
	9K-6.3 Planning of changes		9K-7.1 Resources	
	9K-7.1.1 General		9K-7.1.3 Infrastructure	
	9K-7.1.2 People		9K-7.1.4 Environment for the operation of processes	
	9K-7.1.5 Monitoring and measuring resources		9K-7.1.6 Organizational knowledge	
	9K-7.2 Competence		9K-7.3 Awareness	
			9K-7.5 Documented information	

Date - Time Activity	Site Name	Process	Auditor	Comment
	9K-7.4 Communication		9K-7.5.2 Creating and updating	
	9K-7.5.1 General		9K-7.5.3.1 ()	
	9K-7.5.3 Control of documented information		9K-8.1 Operational planning and control	
	9K-7.5.3.2 ()		9K-8.2.1 Customer communication	
	9K-8.2 Requirements for products and services		9K-8.2.3 Review of requirements related to products and services	
	9K-8.2.2 Determining the requirements related to products and services		9K-8.2.3.2 ()	
	9K-8.2.3.1 ()		9K-8.4 Control of extern. provided products and services	
	9K-8.2.4 Changes to requirements related to products and services		9K-8.4.2 Type and extent of control	
	9K-8.4.1 General		9K-8.5 Production and service provision	
	9K-8.4.3 Information for external providers		9K-8.5.2 Identification and traceability	
	9K-8.5.1 Control of production and service provision		9K-8.5.4 Preservation	
	9K-8.5.3 Property belonging to customers or external providers		9K-8.5.6 Control of changes	
	9K-8.5.5 Post-delivery activities		9K-8.7 Control of nonconforming outputs	
	9K-8.6 Release of products and services		9K-9.1.1 General	
	9K-9.1 Monitoring, measurement, analysis and evaluation		9K-9.1.3 Analysis and evaluation	
	9K-9.1.2 Customer satisfaction		9K-9.2.2 Internal audit programme	
	9K-9.2 Internal audit		9K-10.2 Nonconformity and corrective action	
	9K-10.1 Improvement - General		9K-* Use of marks, and/or reference to the certification	
	9K-10.3 Continual improvement		14K-4.2 Understanding the needs and expectations of interested parties	
	14K-4.1 Understanding the organization and its context		14K-4.4 Environmental management system	
	14K-4.3 Determining the scope of the EMS		14K-5.2 Environmental policy	
	14K-5.1 Leadership and commitment		14K-6.1 Actions to address risks and opportunities	
	14K-5.3 Organizational roles, responsibility and authorities		14K-6.1.2 Environmental aspects	
	14K-6.1.1. General		14K-6.1.4 Planning action	
	14K-6.1.3 Compliance obligations		14K-6.2.1 Environmental objectives	
	14K-6.2 Environmental objectives and planning to achieve them		14K-7.1 Resources	
	14K-6.2.2 Planning actions to achieve environmental objectives		14K-7.3 Awareness	
	14K-7.2 Competence		14K-7.4.1 General	
	14K-7.4 Communication		14K-7.4.3 External communication	
	14K-7.4.2 Internal communication		14K-7.5.1 General	
	14K-7.5 Documented information		14K-7.5.3 Control of documented information	
	14K-7.5.2 Creating and updating		14K-8.2 Emergency preparedness and response	
	14K-8.1 Operational planning and control		14K-9.1.1 General	

Date - Time Activity	Site Name	Process	Auditor	Comment
	14K-9.1 Monitoring, measurement, analysis and evaluation		14K-9.2 Internal audit	
	14K-9.1.2 Evaluation of compliance		14K-9.2.2 Internal audit programme	
	14K-9.2.1 General		14K-10.2 Nonconformity and corrective action	
	14K-10.1 Improvement - General			
	14K-10.3 Continual improvement			

Date - Time Activity	Site Name	Process	Auditor	Comment
27-03-2024 - 00:00	OCS Express Air Freight Co W.L.L	Operations - (Courier Services & E-Commerce)		

Date - Time Activity	Site Name	Process	Auditor	Comment
Audit	Clause :			45K-4.1 Understanding the organization and its context
	45K-4.2 Understanding the needs and expectations of workers and other interested parties			45K-4.3 Determining the scope of the OH&S management system
	45K-4.4 OH&S management system			45K-5.1 Leadership and commitment
	45K-5.2 OH&S policy			45K-5.3 Organizational roles, responsibilities and authorities
	45K-5.4 Consultation and participation of workers			45K-6.1 Actions to address risks and opportunities
	45K-6.1.1 General			45K-6.1.2 Hazard identification and assessment of risks and opportunities
	45K-6.1.3 Determination of legal requirements and other requirements			45K-6.1.4 Planning action
	45K-6.2 OH&S objectives and planning to achieve them			45K-6.2.1 OH&S objectives
	45K-6.2.2 Planning to achieve OH&S objectives			45K-7.1 Resources
	45K-7.2 Competence			45K-7.3 Awareness
	45K-7.4 Communication			45K-7.4.1 General
	45K-7.4.2 Internal communication			45K-7.4.3 External communication
	45K-7.5 Documented information			45K-7.5.1 General
	45K-7.5.2 Creating and updating			45K-7.5.3 Control of documented information
	45K-8.1 Operational planning and control			45K-8.1.1 General
	45K-8.1.2 Eliminating hazards and reducing OH&S risks			45K-8.1.3. Management of Change
	45K-8.1.4. Procurement			45K-8.2 Emergency preparedness and response
	45K-9.1 Monitoring, measurement, analysis and performance evaluation			45K-9.1.1 General
	45K-9.1.2 Evaluation of compliance			45K-9.2 Internal audit
	45K-9.2.1 General			45K-9.2.2 Internal audit programme
	45K-10.1 General			45K-10.2 Incident, nonconformity and corrective action
	45K-10.3 Continual improvement			9K-4.1 Understanding the organization and its context
	9K-4.2 Understanding the needs and expectations of interested parties--			9K-4.3 Determining the scope of the QMS
	9K-4.4 Quality management system and its processes			9K-5.1 Leadership and commitment
	9K-5.1.1 General			9K-5.1.2 Customer focus
	9K-5.2 Quality policy			9K-5.2.2 Communicating the quality policy
	9K-5.3 Organizational roles, responsibility and authorities			9K-6.1 Actions to address risks and opportunities
	9K-6.2 Quality objectives and planning to achieve them			9K-6.3 Planning of changes
	9K-7.1 Resources			9K-7.1.1 General
	9K-7.1.3 Infrastructure			9K-7.1.2 People
	9K-7.1.4 Environment for the operation of processes			9K-7.1.5 Monitoring and measuring resources
	9K-7.1.6 Organizational knowledge			9K-7.2 Competence
				9K-7.4 Communication

Date - Time Activity	Site Name	Process	Auditor	Comment
	9K-7.3 Awareness		9K-7.5.1 General	
	9K-7.5 Documented information		9K-7.5.3 Control of documented information	
	9K-7.5.2 Creating and updating		9K-7.5.3.2 ()	
	9K-7.5.3.1 ()		9K-8.2 Requirements for products and services	
	9K-8.1 Operational planning and control		9K-8.2.2 Determining the requirements related to products and services	
	9K-8.2.1 Customer communication		9K-8.2.3.1 ()	
	9K-8.2.3 Review of requirements related to products and services		9K-8.2.4 Changes to requirements related to products and services	
	9K-8.2.3.2 ()		9K-8.4.1 General	
	9K-8.4 Control of extern. provided products and services		9K-8.4.3 Information for external providers	
	9K-8.4.2 Type and extent of control		9K-8.5.1 Control of production and service provision	
	9K-8.5 Production and service provision		9K-8.5.3 Property belonging to customers or external providers	
	9K-8.5.2 Identification and traceability		9K-8.5.5 Post-delivery activities	
	9K-8.5.4 Preservation		9K-8.6 Release of products and services	
	9K-8.5.6 Control of changes		9K-9.1 Monitoring, measurement, analysis and evaluation	
	9K-8.7 Control of nonconforming outputs		9K-9.1.2 Customer satisfaction	
	9K-9.1.1 General		9K-9.2 Internal audit	
	9K-9.1.3 Analysis and evaluation		9K-10.1 Improvement - General	
	9K-9.2.2 Internal audit programme		9K-10.3 Continual improvement	
	9K-10.2 Nonconformity and corrective action		14K-4.2 Understanding the needs and expectations of interested parties	
	14K-4.1 Understanding the organization and its context		14K-4.4 Environmental management system	
	14K-4.3 Determining the scope of the EMS		14K-5.2 Environmental policy	
	14K-5.1 Leadership and commitment		14K-6.1 Actions to address risks and opportunities	
	14K-5.3 Organizational roles, responsibility and authorities		14K-6.1.2 Environmental aspects	
	14K-6.1.1. General		14K-6.1.4 Planning action	
	14K-6.1.3 Compliance obligations		14K-6.2.1 Environmental objectives	
	14K-6.2 Environmental objectives and planning to achieve them		14K-7.1 Resources	
	14K-6.2.2 Planning actions to achieve environmental objectives		14K-7.3 Awareness	
	14K-7.2 Competence		14K-7.4.1 General	
	14K-7.4 Communication		14K-7.4.3 External communication	
	14K-7.4.2 Internal communication		14K-7.5.1 General	
	14K-7.5 Documented information		14K-7.5.3 Control of documented information	
	14K-7.5.2 Creating and updating		14K-8.2 Emergency preparedness and response	
	14K-8.1 Operational planning and control		14K-9.1.1 General	

Date - Time Activity	Site Name	Process	Auditor	Comment
	14K-9.1 Monitoring, measurement, analysis and evaluation 14K-9.1.2 Evaluation of compliance 14K-9.2.1 General 14K-10.1 Improvement - General 14K-10.3 Continual improvement		14K-9.2 Internal audit 14K-9.2.2 Internal audit programme 14K-10.2 Nonconformity and corrective action	
27-03-2024 - 00:00 Lunch	OCS Express Air Freight Co W.L.L			

Date - Time Activity	Site Name	Process	Auditor	Comment
27-03-2024 - 00:00	OCS Express Air Freight Co W.L.L	QHSE System Management		

Date - Time Activity	Site Name	Process	Auditor	Comment
Audit	Clause :		45K-4.1 Understanding the organization and its context	
	45K-4.2 Understanding the needs and expectations of workers and other interested parties		45K-4.3 Determining the scope of the OH&S management system	
	45K-4.4 OH&S management system		45K-5.1 Leadership and commitment	
	45K-5.2 OH&S policy		45K-5.3 Organizational roles, responsibilities and authorities	
	45K-5.4 Consultation and participation of workers		45K-6.1 Actions to address risks and opportunities	
	45K-6.1.1 General		45K-6.1.2 Hazard identification and assessment of risks and opportunities	
	45K-6.1.3 Determination of legal requirements and other requirements		45K-6.1.4 Planning action	
	45K-6.2 OH&S objectives and planning to achieve them		45K-6.2.1 OH&S objectives	
	45K-6.2.2 Planning to achieve OH&S objectives		45K-7.1 Resources	
	45K-7.2 Competence		45K-7.3 Awareness	
	45K-7.4 Communication		45K-7.4.1 General	
	45K-7.4.2 Internal communication		45K-7.4.3 External communication	
	45K-7.5 Documented information		45K-7.5.1 General	
	45K-7.5.2 Creating and updating		45K-7.5.3 Control of documented information	
	45K-8.1 Operational planning and control		45K-8.1.1 General	
	45K-8.1.2 Eliminating hazards and reducing OH&S risks		45K-8.1.3. Management of Change	
	45K-8.1.4. Procurement		45K-8.2 Emergency preparedness and response	
	45K-9.1 Monitoring, measurement, analysis and performance evaluation		45K-9.1.1 General	
	45K-9.1.2 Evaluation of compliance		45K-9.2 Internal audit	
	45K-9.2.1 General		45K-9.2.2 Internal audit programme	
	45K-9.3 Management review		45K-10.1 General	
	45K-10.2 Incident, nonconformity and corrective action		45K-10.3 Continual improvement	
	45K-Use of marks, and/or reference to the certification		9K-4.1 Understanding the organization and its context	
	9K-4.2 Understanding the needs and expectations of interested parties--		9K-4.3 Determining the scope of the QMS	
	9K-4.4 Quality management system and its processes		9K-5.1 Leadership and commitment	
	9K-5.1.1 General		9K-5.1.2 Customer focus	
	9K-5.2 Quality policy		9K-5.2.1 Establishing the quality policy	
	9K-5.2.2 Communicating the quality policy		9K-5.3 Organizational roles, responsibility and authorities	
	9K-6.1 Actions to address risks and opportunities		9K-6.2 Quality objectives and planning to achieve them	
	9K-6.3 Planning of changes		9K-7.1 Resources	
	9K-7.1.1 General		9K-7.1.3 Infrastructure	
	9K-7.1.2 People		9K-7.1.4 Environment for the operation of processes	
			9K-7.1.6 Organizational knowledge	

Date - Time Activity	Site Name	Process	Auditor	Comment
	9K-7.1.5 Monitoring and measuring resources		9K-7.3 Awareness	
	9K-7.2 Competence		9K-7.5 Documented information	
	9K-7.4 Communication		9K-7.5.2 Creating and updating	
	9K-7.5.1 General		9K-7.5.3.1 ()	
	9K-7.5.3 Control of documented information		9K-9.1 Monitoring, measurement, analysis and evaluation	
	9K-7.5.3.2 ()		9K-9.1.2 Customer satisfaction	
	9K-9.1.1 General		9K-9.2 Internal audit	
	9K-9.1.3 Analysis and evaluation		9K-9.3 Management Review	
	9K-9.2.2 Internal audit programme		9K-9.3.2 Management review inputs	
	9K-9.3.1 General		9K-10.1 Improvement - General	
	9K-9.3.3 Management review outputs		9K-10.3 Continual improvement	
	9K-10.2 Nonconformity and corrective action		14K-4.1 Understanding the organization and its context	
	9K-* Use of marks, and/or reference to the certification		14K-4.3 Determining the scope of the EMS	
	14K-4.2 Understanding the needs and expectations of interested parties		14K-5.1 Leadership and commitment	
	14K-4.4 Environmental management system		14K-5.3 Organizational roles, responsibility and authorities	
	14K-5.2 Environmental policy		14K-6.1.1. General	
	14K-6.1 Actions to address risks and opportunities		14K-6.1.3 Compliance obligations	
	14K-6.1.2 Environmetal aspects		14K-6.2 Environmental objectives and planning to achieve them	
	14K-6.1.4 Planning action		14K-6.2.2 Planning actions to achieve environmental objectives	
	14K-6.2.1 Environmetal objectives		14K-7.2 Competence	
	14K-7.1 Resources		14K-7.4 Communication	
	14K-7.3 Awareness		14K-7.4.2 Internal communication	
	14K-7.4.1 General		14K-7.5 Documented information	
	14K-7.4.3 External communication		14K-7.5.2 Creating and updating	
	14K-7.5.1 General		14K-8.1 Operational planning and control	
	14K-7.5.3 Control of documented information		14K-9.1 Monitoring, measurement, analysis and evaluation	
	14K-8.2 Emergency preparedness and response		14K-9.1.2 Evaluation of compliance	
	14K-9.1.1 General		14K-9.2.1 General	
	14K-9.2 Internal audit		14K-9.3 Management Review	
	14K-9.2.2 Internal audit programme		14K-10.2 Nonconformity and corrective action	
	14K-10.1 Improvement - General		14K-* Use of marks, and/or reference to the certification	
	14K-10.3 Continual improvement			

Date - Time Activity	Site Name	Process	Auditor	Comment
27-03-2024 - 00:00	OCS Express Air Freight Co W.L.L	HR & Admin		

Date - Time Activity	Site Name	Process	Auditor	Comment
Audit	Clause :		45K-4.1 Understanding the organization and its context	
	45K-4.2 Understanding the needs and expectations of workers and other interested parties		45K-4.3 Determining the scope of the OH&S management system	
	45K-4.4 OH&S management system		45K-5.1 Leadership and commitment	
	45K-5.2 OH&S policy		45K-5.3 Organizational roles, responsibilities and authorities	
	45K-5.4 Consultation and participation of workers		45K-6.1 Actions to address risks and opportunities	
	45K-6.1.1 General		45K-6.1.2 Hazard identification and assessment of risks and opportunities	
	45K-6.1.3 Determination of legal requirements and other requirements		45K-6.1.4 Planning action	
	45K-6.2 OH&S objectives and planning to achieve them		45K-6.2.1 OH&S objectives	
	45K-6.2.2 Planning to achieve OH&S objectives		45K-7.1 Resources	
	45K-7.2 Competence		45K-7.3 Awareness	
	45K-7.4 Communication		45K-7.4.1 General	
	45K-7.4.2 Internal communication		45K-7.4.3 External communication	
	45K-7.5 Documented information		45K-7.5.1 General	
	45K-7.5.2 Creating and updating		45K-7.5.3 Control of documented information	
	45K-8.1 Operational planning and control		45K-8.1.1 General	
	45K-8.1.2 Eliminating hazards and reducing OH&S risks		45K-8.1.3. Management of Change	
	45K-8.1.4. Procurement		45K-8.2 Emergency preparedness and response	
	45K-9.1 Monitoring, measurement, analysis and performance evaluation		45K-9.1.1 General	
	45K-9.1.2 Evaluation of compliance		45K-9.2 Internal audit	
	45K-9.2.1 General		45K-9.2.2 Internal audit programme	
	45K-10.1 General		45K-10.2 Incident, nonconformity and corrective action	
	45K-10.3 Continual improvement		9K-4.1 Understanding the organization and its context	
	9K-4.2 Understanding the needs and expectations of interested parties--		9K-4.3 Determining the scope of the QMS	
	9K-4.4 Quality management system and its processes		9K-5.1 Leadership and commitment	
	9K-5.1.1 General		9K-5.1.2 Customer focus	
	9K-5.2 Quality policy		9K-5.2.2 Communicating the quality policy	
	9K-5.3 Organizational roles, responsibility and authorities		9K-6.1 Actions to address risks and opportunities	
	9K-6.2 Quality objectives and planning to achieve them		9K-6.3 Planning of changes	
	9K-7.1 Resources		9K-7.1.1 General	
	9K-7.1.3 Infrastructure		9K-7.1.2 People	
	9K-7.1.4 Environment for the operation of processes		9K-7.1.5 Monitoring and measuring resources	
	9K-7.1.6 Organizational knowledge		9K-7.2 Competence	
			9K-7.4 Communication	

Date - Time Activity	Site Name	Process	Auditor	Comment
	9K-7.3 Awareness		9K-7.5.1 General	
	9K-7.5 Documented information		9K-7.5.3 Control of documented information	
	9K-7.5.2 Creating and updating		9K-7.5.3.2 ()	
	9K-7.5.3.1 ()		9K-8.4.1 General	
	9K-8.4 Control of extern. provided products and services		9K-8.4.3 Information for external providers	
	9K-8.4.2 Type and extent of control		9K-9.1 Monitoring, measurement, analysis and evaluation	
	9K-8.5 Production and service provision		9K-9.2 Internal audit	
	9K-9.1.1 General		9K-10.1 Improvement - General	
	9K-9.2.2 Internal audit programme		9K-10.3 Continual improvement	
	9K-10.2 Nonconformity and corrective action		14K-4.2 Understanding the needs and expectations of interested parties	
	14K-4.1 Understanding the organization and its context		14K-4.4 Environmental management system	
	14K-4.3 Determining the scope of the EMS		14K-5.2 Environmental policy	
	14K-5.1 Leadership and commitment		14K-6.1 Actions to address risks and opportunities	
	14K-5.3 Organizational roles, responsibility and authorities		14K-6.1.2 Environmental aspects	
	14K-6.1.1. General		14K-6.1.4 Planning action	
	14K-6.1.3 Compliance obligations		14K-6.2.1 Environmental objectives	
	14K-6.2 Environmental objectives and planning to achieve them		14K-7.1 Resources	
	14K-6.2.2 Planning actions to achieve environmental objectives		14K-7.3 Awareness	
	14K-7.2 Competence		14K-7.4.1 General	
	14K-7.4 Communication		14K-7.4.3 External communication	
	14K-7.4.2 Internal communication		14K-7.5.1 General	
	14K-7.5 Documented information		14K-7.5.3 Control of documented information	
	14K-7.5.2 Creating and updating		14K-8.2 Emergency preparedness and response	
	14K-8.1 Operational planning and control		14K-9.1.1 General	
	14K-9.1 Monitoring, measurement, analysis and evaluation		14K-9.2 Internal audit	
	14K-9.1.2 Evaluation of compliance		14K-9.2.2 Internal audit programme	
	14K-9.2.1 General		14K-10.2 Nonconformity and corrective action	
	14K-10.1 Improvement - General			
	14K-10.3 Continual improvement			

Date - Time Activity	Site Name	Process	Auditor	Comment
27-03-2024 - 00:00	OCS Express Air Freight Co W.L.L	Purchase		

Date - Time Activity	Site Name	Process	Auditor	Comment
Audit	Clause :			45K-4.1 Understanding the organization and its context
	45K-4.2 Understanding the needs and expectations of workers and other interested parties			45K-4.3 Determining the scope of the OH&S management system
	45K-4.4 OH&S management system			45K-5.1 Leadership and commitment
	45K-5.2 OH&S policy			45K-5.3 Organizational roles, responsibilities and authorities
	45K-5.4 Consultation and participation of workers			45K-6.1 Actions to address risks and opportunities
	45K-6.1.1 General			45K-6.1.2 Hazard identification and assessment of risks and opportunities
	45K-6.1.3 Determination of legal requirements and other requirements			45K-6.1.4 Planning action
	45K-6.2 OH&S objectives and planning to achieve them			45K-6.2.1 OH&S objectives
	45K-6.2.2 Planning to achieve OH&S objectives			45K-7.1 Resources
	45K-7.2 Competence			45K-7.3 Awareness
	45K-7.4 Communication			45K-7.4.1 General
	45K-7.4.2 Internal communication			45K-7.4.3 External communication
	45K-7.5 Documented information			45K-7.5.1 General
	45K-7.5.2 Creating and updating			45K-7.5.3 Control of documented information
	45K-8.1 Operational planning and control			45K-8.1.1 General
	45K-8.1.2 Eliminating hazards and reducing OH&S risks			45K-8.1.3. Management of Change
	45K-8.1.4. Procurement			45K-8.2 Emergency preparedness and response
	45K-9.1 Monitoring, measurement, analysis and performance evaluation			45K-9.1.1 General
	45K-9.1.2 Evaluation of compliance			45K-9.2 Internal audit
	45K-10.1 General			45K-10.2 Incident, nonconformity and corrective action
	45K-10.3 Continual improvement			9K-4.1 Understanding the organization and its context
	9K-4.2 Understanding the needs and expectations of interested parties--			9K-4.3 Determining the scope of the QMS
	9K-4.4 Quality management system and its processes			9K-5.1 Leadership and commitment
	9K-5.1.1 General			9K-5.1.2 Customer focus
	9K-5.2 Quality policy			9K-5.2.1 Establishing the quality policy
	9K-5.3 Organizational roles, responsibility and authorities			9K-6.1 Actions to address risks and opportunities
	9K-6.3 Planning of changes			9K-7.1 Resources
	9K-7.1.1 General			9K-7.1.3 Infrastructure
	9K-7.1.2 People			9K-7.1.4 Environment for the operation of processes
	9K-7.1.5 Monitoring and measuring resources			9K-7.1.6 Organizational knowledge
	9K-7.2 Competence			9K-7.3 Awareness
	9K-7.4 Communication			9K-7.5 Documented information
				9K-7.5.2 Creating and updating

Date - Time Activity	Site Name	Process	Auditor	Comment
	9K-7.5.1 General		9K-7.5.3.1 ()	
	9K-7.5.3 Control of documented information		9K-8.1 Operational planning and control	
	9K-7.5.3.2 ()		9K-8.2.1 Customer communication	
	9K-8.2 Requirements for products and services		9K-8.2.3 Review of requirements related to products and services	
	9K-8.2.2 Determining the requirements related to products and services		9K-8.2.3.2 ()	
	9K-8.2.3.1 ()		9K-8.4.1 General	
	9K-8.2.4 Changes to requirements related to products and services		9K-8.4.3 Information for external providers	
	9K-8.4.2 Type and extent of control		9K-8.5.1 Control of production and service provision	
	9K-8.5 Production and service provision		9K-9.1.1 General	
	9K-9.1 Monitoring, measurement, analysis and evaluation		9K-9.1.3 Analysis and evaluation	
	9K-9.1.2 Customer satisfaction		9K-9.2.2 Internal audit programme	
	9K-9.2 Internal audit		9K-10.2 Nonconformity and corrective action	
	9K-10.1 Improvement - General		14K-4.1 Understanding the organization and its context	
	9K-10.3 Continual improvement		14K-4.3 Determining the scope of the EMS	
	14K-4.2 Understanding the needs and expectations of interested parties		14K-5.1 Leadership and commitment	
	14K-4.4 Environmental management system		14K-5.3 Organizational roles, responsibility and authorities	
	14K-5.2 Environmental policy		14K-6.1.1. General	
	14K-6.1 Actions to address risks and opportunities		14K-6.1.3 Compliance obligations	
	14K-6.1.2 Environmental aspects		14K-6.2.1 Environmental objectives	
	14K-6.2 Environmental objectives and planning to achieve them		14K-7.1 Resources	
	14K-6.2.2 Planning actions to achieve environmental objectives		14K-7.3 Awareness	
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	14K-7.4 Communication		14K-7.4.3 External communication	
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	14K-7.5 Documented information		14K-7.5.3 Control of documented information	
	14K-7.5.2 Creating and updating		14K-8.2 Emergency preparedness and response	
	14K-8.1 Operational planning and control		14K-9.1.1 General	
	14K-9.1 Monitoring, measurement, analysis and evaluation		14K-9.2 Internal audit	
	14K-9.1.2 Evaluation of compliance		14K-9.2.2 Internal audit programme	
	14K-9.2.1 General		14K-10.2 Nonconformity and corrective action	
	14K-10.1 Improvement - General			
	14K-10.3 Continual improvement			

Date - Time Activity	Site Name	Process	Auditor	Comment
27-03-2024 - 00:00 Closing meeting	OCS Express Air Freight Co W.L.L			
27-03-2024 - 00:00 Reporting	OCS Express Air Freight Co W.L.L			

Audit plan preparation date	30-03-2024
Comment	The plan is based upon your department/process structure and also refers the requirements of the audit criteria to be verified in each department/process,but maybe amended by the Lead Auditor after the opening meeting to better reflect your organizational needs. The areas/departments and requirements to be verified in each area listed above are just tentative areas to be covered during the visit, the audit team leader has the authority to amend the plan by deleting or adding activities to ensure the appropriate coverage of the relevant areas and to achieve the audit objectives.

10 SITES APPENDIX

Head Office

Site Name	OCS Express Air Freight Co W.L.L
Address	PACI # 16216228,Plot 000015, Block 001,Ardiya
City	Farwanyia Governate
County/State	-
Country	Kuwait
Postal Code	-

11 Certificate information

11.1 ISO 14001:2015 - UKAS - English

Certificate information

Site Name	OCS Express Air Freight Co W.L.L
Address	PACI # 16216228,Plot 000015, Block 001,Ardiya
City	Farwanyia Governate
Postal Code	-
County/State	-
Country	Kuwait
Scope	FREIGHT FORWARDING, CUSTOMS CLEARANCE, COURIER SERVICES,LOGISTICS SERVICES RELATED TO E-COMMERCE
Number of certificates	1

11.2 ISO 9001:2015 - UKAS - English

Certificate information

Site Name	OCS Express Air Freight Co W.L.L
Address	PACI # 16216228,Plot 000015, Block 001,Ardiya
City	Farwanyia Governate
Postal Code	-
County/State	-
Country	Kuwait
Scope	FREIGHT FORWARDING, CUSTOMS CLEARANCE, COURIER SERVICES,LOGISTICS SERVICES RELATED TO E-COMMERCE
Number of certificates	1

11.3 ISO 45001:2018 - UKAS - English

Certificate information

Site Name	OCS Express Air Freight Co W.L.L
Address	PACI # 16216228,Plot 000015, Block 001,Ardiya
City	Farwanyia Governate
Postal Code	-
County/State	-
Country	Kuwait
Scope	FREIGHT FORWARDING, CUSTOMS CLEARANCE, COURIER SERVICES,LOGISTICS SERVICES RELATED TO E-COMMERCE
Number of certificates	1