



Plastica Ltd

Control of Externally Provided Products and Services

(ISO 14001:2015, Clause 8.1, ISO 45001:2018, Clause 8.1.4)

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1.0 Introduction

It is essential that the work carried out on behalf of Plastica Ltd is adequately controlled to ensure that it meets the requirements of Plastica Ltd and the customer. This is achieved by good planning, the provision of adequate resources, properly trained and experienced personnel, clearly defined standards and methods of working and correct monitoring and product verification.

2.0 Scope

The scope of this procedure includes requirements for the control of externally provided products and services when:

- a. Products and services are provided by external providers for incorporation into our own products and services;
- b. Products and services are provided directly by the external provider to our customer;
- c. A process or part process is provided by an external provider following our decision to outsource.

3.0 Responsibility

It is the responsibility of Senior Management to ensure that external providers:

- a. Adequately define and control all work they carry out for the organisation;
- b. Provide adequate instructions to their personnel to ensure that the quality of work is satisfactory and these are readily available;
- c. Have defined standards of workmanship and criteria for acceptance;
- d. Ensure that suitable personnel are assigned for the work process and for product verification and checking activities;
- e. Ensure that adequate resources are provided in the form of personnel, equipment and a suitable working environment.

It is the responsibility of all personnel to comply with this procedure and seek guidance from their Department Managers where clarification is required.

4.0 Procedure

4.1 General

We have established set criteria for the evaluation, selection, monitoring of performance and re-evaluation of external providers based on their ability to provide the required products and services.

The criteria are as follows:

Our main external providers (Critical Suppliers) are the specialised raw material providers and specialised subcontractors (where required).

Other suppliers include landlord, Management System Consultancy supplier, insurance suppliers, office and stationery supplies, cleaning, etc.

Office equipment and stationery are ordered online taking into consideration, the quality, delivery and price.

Selection of external providers are on the basis of long term business relationship taking into consideration their ability to provide high quality services and to meet customer requirements, delivery performance of the products or services, their communication, competitiveness and compliance with health & safety and other regulations and required obligations.

In selecting our external providers, we take into consideration the followings:

- Past history and performance;
- Evaluation of a trial order, samples or activity;
- Evidence of registration by a recognised authority;
- Assessment of their capability and quality system;
- Comparative test results with the same or similar services;
- Recommendation or references from other users;
- Financial viability.

4.2 Type and extent of control

When considering the controls required we have taken into account the following:

- a. The potential impact of externally provided processes, products and services to meet customer, statutory and regulatory requirements;
- b. The effectiveness of the controls applied to the external provider and the resultant output.

We have established and implemented verification activities which are applied to external providers to ensure we continue to meet customer, statutory and regulatory requirements. The performance of external suppliers shall be formally reviewed through Management Review (see HRF 16) with the Supplier Performance Evaluation Record (see HRF 21) being updated accordingly. Details are as follows:

External providers' performances are being constantly monitored and controlled by the Senior Management.

Regular communication, inspection and monitoring of the external provider's performance are the responsibility of the Senior Management and quality Representative.

All externally provided products and services must be checked against the requirements/purchase order/delivery note.

External providers are assessed on their ability to meet the specified requirements.

Plastica Ltd will maintain an up-to-date list of suppliers (HSEF 114). Suppliers may be added to the list and may be removed should their performance prove to be unsatisfactory.

4.3 Information for external providers

We communicate with our external providers the applicable requirements of providing products and services to our organisation. The information communicated will include information on the following:

- a. The processes, products and services to be provided or performed;

- b. The approval products, services, methods, processes, equipment and the release of products and services;
- c. The required competence of personnel;
- d. The interactions with our IMS;
- e. The control and monitoring of external provider's performance;
- f. The verification activities that we intend to perform at the external provider's premises.

5.0 Related Documentation

HSEF 114 – Preferred External Providers Suppliers & Sub Contractors List

HRF 21 – Supplier Performance Evaluation Record

HRF 49 – Management Review